

ZAK MOUNTAIN WAUGH

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Operations | Process Optimization | Data Analytics | Cross-Functional Strategy

PROFESSIONAL SUMMARY

Operations and analytics professional with 12+ years of experience leveraging data to drive process improvement and operational efficiency across global organizations. Proven ability to analyze complex workflows, build scalable solutions, and translate data into executive-level insights. Currently building hands-on expertise in SQL and Python through the Google Data Analytics Certification and applied portfolio projects. Targeting data-driven operations and people analytics roles where analytical skills and deep HR domain knowledge drive smarter decision-making.

PROFESSIONAL EXPERIENCE

Veritas Prime

Prime Program Manager

New York, NY
May 2025 – Mar 2026

- Delivered multiple SAP SuccessFactors implementations on time by establishing structured program governance frameworks and tracking milestones using data-driven dashboards
- Led a cross-functional working group that standardized workflows and reduced process inefficiencies by ~20%, using root-cause analysis to identify and eliminate bottlenecks
- Drove end-to-end program execution across teams, synthesizing status data into stakeholder reports that improved alignment and reduced delivery risk
- Managed budgets, timelines, and governance across concurrent programs, maintaining delivery within scope and performance targets

Personify Health

HR Operations Manager

New York, NY
July 2024 – May 2025

- Executed operational initiatives aligned to leadership strategy, using process metrics to identify improvement opportunities and track efficiency gains
- Delivered cross-functional projects across HR, Finance, and Tech; built reporting frameworks that improved execution speed and cross-team alignment
- Owned budget tracking and forecasting using Excel and financial dashboards, improving visibility into spend variance and enabling proactive course corrections
- Implemented process improvements that reduced turnaround times by ~15-20% by mapping workflows, identifying redundancies, and redesigning handoff points

Zoom

People Experience Program Manager

New York, NY
Nov 2022 – Feb 2024

- Managed a global portfolio of 30+ People initiatives; built tracking systems that improved scalability, cross-functional alignment, and on-time delivery rates
- Built program governance frameworks that improved execution consistency and reduced new-hire ramp time by ~25%
- Delivered executive reporting and data-driven insights on workforce metrics, enabling faster and more informed leadership decisions
- Redesigned onboarding workflows across Workday and ServiceNow, reducing manual data entry and improving process transparency
- Reduced operational costs by \$250K+ through process optimization, automation, and elimination of redundant workflows

Moody's Corporation

HR Project Manager / HR Service Process Lead

New York, NY
Oct 2017 – Nov 2022

- Improved global HR operations by analyzing workflow data to optimize service delivery, reduce cycle times, and improve system processes across regions
- Standardized SOPs and documentation across a global team, enabling a scalable and consistent HR service model with measurable quality improvements

- Supported the launch of a global HR service center in Lithuania, building workflow documentation and testing protocols that reduced new-team ramp time
- Led HR M&A integrations, ensuring data integrity and operational continuity across systems and processes during organizational transitions
- Partnered with HRIS to implement system enhancements in PeopleSoft and Oracle, improving data integrity, reporting accuracy, and workflow alignment

Canon Solutions America
HR Coordinator III

New York, NY
 July 2013 – Sept 2017

- Digitized employee records in Therefore, improving data access, consistency, and audit readiness across the HR function
- Standardized recruiting workflows in iCIMS, improving data quality, pipeline visibility, and recruiter efficiency
- Built monthly recruiting reports that tracked key hiring metrics, giving leadership clearer visibility into performance trends and bottlenecks

SKILLS & COMPETENCIES

Analytics & Data: SQL (querying, aggregations, joins), Python (pandas, numpy), Data Visualization, Data Cleaning, Data-Driven Decision Making, Google Sheets / Excel (advanced)

Operations: Business Operations, Program & Project Management, Process Improvement, Operational Strategy, Budget Management, Workflow Automation, Change Management

Platforms & Tools: SuccessFactors, Workday, ServiceNow, Oracle, PeopleSoft, iCIMS, Smartsheets, Asana, Slack, Microsoft Office, Google Workspace, SharePoint, Gong

CERTIFICATIONS

Google Data Analytics Certification March 2026

Lean Six Sigma Yellow Belt (ICYB) May 2019

EDUCATION

Master of Science — Organizational Leadership, Southern New Hampshire University Feb 2021

Bachelor of Arts — Sociology, University at Albany, SUNY May 2013