

FIRST LAST

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EXECUTIVE SUMMARY

CHIEF OPERATIONS OFFICER with more than 20 years of progressive experience in strategic enterprise implementation, management consulting, program delivery, business development, operations, and team leadership of cross-functional business units. Strategic changemaker with a demonstrated record of assessing workflows and standard operating procedures (SOPs), implementing process improvements to introduce substantial cost savings and enhance quality control (QC) in fast-paced environments. Adaptable leader with demonstrated experience managing large scale projects, programs, and teams, leveraging strong community relationships to drive collaboration in achieving established goals.

AREAS OF EXPERTISE

- *Operations Management*
 - *Agile Development*
 - *Solutions Implementation*
 - *Turnaround Strategies*
 - *Budget Oversight*
 - *Business Development*
 - *P&L Management*
 - *Emerging Technologies*
 - *Team Leadership*
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EXECUTIVE EXPERIENCE & ACCOMPLISHMENTS

Company – City, ST

Company description

Start Date – End Date

Chief Operations Officer

- Managed 50 direct reports and cross-functional teams of up to 200 individuals, overseeing business delivery for the \$500 Group Portfolio, which included the \$67M Product Implementation Portfolio, \$29M in Client Commitment delivery, \$45M in Contract Administration modernization, Front End Sales Support, and Marketing Communications for the enterprise.
- Served as the Delivery Leader on the sale and implementation of a 50K member group, participating in the reacquisition of one of the largest groups in the industry; bidding occurs every ten years.
- Coordinated cross-functionally with the Quality Assurance Division to develop and implement optimized processes in support of absolute compliance with governing municipal regulations.
- Managed a \$789M capital budget, strategically allocating financial resources in order to achieve 99% projects improvement in alignment with all governing specifications as well as resident objectives.
- Architected and executed an innovative onboarding program for Analysts, identifying a need for additional team members, developing the business case for internal resources, and hiring nine new recent graduates as part of the ten-month workforce entry program.
- Developed divisional playbooks detailing processes and engagement with the goal of improving onboarding efficiency, identifying and establishing best practices and consistency; playbooks were adopted and shared across the enterprise to combat attrition due to both performance management and quality training.

Vice President

- Led cross-functional teams positioned as business leads during implementations, adopting an integrated delivery approach with business partners. Directly interfaced with Chief Executive Officer to ensure administrative and managerial standards were met across the Executive Office, Office of the Presidents, and the Board of Directors.
- Developed continuous education and improvement training programs for enterprise technologies and business operations, stimulating leadership development.
- Supported pre-sales team, utilizing subject matter expertise in change management to provide counsel on potential avenues of growth for prospective client; acquired new clients, strengthening revenue streams.
- Introduced portfolio-reaching improvements that streamline business operations, including program level governance, multi-year funding requests, change control, and a consistent business case breakdown process.
 - Streamlined delivery, accountability structures, and enterprise involvement/awareness of inter-team dependencies.

EXECUTIVE EXPERIENCE & ACCOMPLISHMENTS CONTINUED

Company – City, ST

Start Date – End Date

Company description

Solution Implementation Analyst

- Participated on the leadership group directing the development of an entirely new practice leveraging cross-industry innovation, cross-practice solutions, client interviews, and leadership team market observations.
- Guided a culture of innovation within the company, promoting initiatives that cultivated original thought, consultant-generated ideas, cross-divisional solutioning, enhanced market-facing solutions, and overall collaboration.
- Championed an internal Innovative Challenge promoting ideation and presentation of thought-provoking strategies that facilitated movement of the company's innovation pipeline.
- Executed key business administration functions to maintain operational efficiency, including overseeing finances, orchestrating events, negotiating with vendors, and supporting services management.
- Developed and implemented actionable business plans to meet and exceed organizational goals, designing effective procedures and new policies that adhered with regulatory compliance standards.

Project Coordinator

- Led a comprehensive, five-year program overseeing a custom code re-write for a large insurance company's claims adjudication system, directing an annual operations budget of \$500M, and 500 resources.
- Oversaw, both directly and indirectly, the management, mentoring, and performance reviews for 45 account and firm resources across a matrixed organizational structure

Marketing Manager

- Served as the subject matter expert (SME) for three major projects, leading the implementation of a master data management program for a national health insurance provider, designing a strategic marketing proof point for a national cellular provider, and implementing a program for a renowned insurance company's HR group.

Company – City, ST

Start Date – End Date

Company description

Senior Solutions Implementation Specialist

- Delivered more than 5K sessions within the company's ASE framework to Executives and from client corporations, facilitating innovative solutions across a variety of industries and topics.
- Managed all key communications and correspondence for Annual Shareholder Meetings to ensure mission alignment and maintain compliance with State and Federal regulations.
- Leveraged financial management acumen to effectively manage investments across all general accounts and benefits programs totaling more than \$260K.
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- Consistently exceeded expectations in sales, delivery and managerial responsibilities, delivering annual sales of \$4M comprised of \$2.3M in revenue managed while maintaining 85% utilization; average sale was between \$50K and \$75K.

Customer Relationship Manager

- Served as a founding member of the company customer relationship management (CRM) program, participating in the development of the firm's CRM implementation methodologies to provide proactive strategy and solution development.
- Employed robust knowledge of both domestic and international supply chain, developing key automotive customers and growing sales territory to 50K in additional sales.

EDUCATION

Bachelor of Arts (BA), Business | Minor in Spanish | *Graduated Summa Cum Laude*
Harvard University – Cambridge, MA