

Experience

Education Technology Company – Operations Manager

January 2019 - Present

New York, NY

- Overhauled existing employee onboarding processes resulting in an increase in performance of 33% in the average employee's first three months
- Created a coaching strategy for sales development representatives leading to a new business performance that was 25% above plan for 2019
- Oversaw the development of more robust reporting for the customer support team which improved customer NPS by 14% year over year
- Reduced overall headcount by 11% while exceeding revenue goals by 19%
- Identified manually intensive data collection tasks for the sales team and worked with engineering to launch tools that reduced manual work by 105 hours each month
- Grew to lead and onboard a team of 3 operations analysts

Financial Services Company – Operations Manager

August 2017 - January 2019

Pittsburgh, PA

- Managed a team of 12 outbound sales specialists
- Exceeded sales targets by \$1.1M in 2017
- Established monthly goals and coaching for each sales development representative leading to an average yearly improvement in sales of 14% per SDR
- Analyzed data to identify potential up-sell opportunities for new clients leading to \$550K in incremental sales

Marketing Company – Operations Analyst

April 2016 - August 2017

Pittsburgh, PA

- Developed processes to proactively identify underperforming paid acquisition channels resulting in an increase in ad spend ROI of 11%
- Created reporting for contractors to identify areas for improvement leading to a 9% increase in performance

Education

University of Pittsburgh – B.A. in Business Administration

September 2012 - April 2016
Cumulative GPA: 3.7

Pittsburgh, PA

Skills

- Salesforce
- Microsoft Excel, Microsoft Word, Microsoft Powerpoint
- Data analysis and reporting
- Employee onboarding