

Lucy Eser

Business Consultant

Business consultant with 7+ years of experience creating process improvements. Seeking to raise quality and earnings for clients at Scarecrow & Williams Consulting. At LYC, worked with 100+ clients to raise revenue up to \$3M a year.

Personal Info

Phone
305-201-9412

E-mail
lucyzeser@gmail.com

LinkedIn
linkedin.com/in/lucyzeser

Twitter
twitter.com/lucyzeser

Skills

| | |
|-------------------------|-----------|
| process improvement | ● ● ● ● ● |
| organizational redesign | ● ● ● ○ ○ |
| SAS analytical software | ● ● ● ● ○ |
| interpersonal skills | ● ● ● ● ○ |
| problem solving | ● ● ● ● ● |
| communication | ● ● ● ● ● |
| analytical skills | ● ● ● ● ○ |

Experience

- 2014 - **Management Consultant**
Ladd & Young Consulting, Miami, FL
- Worked with cross-functional teams in 100+ client organizations to gather requirements and raise profitability an average of 25%.
 - Created new business strategies that raised revenue by \$3M.
 - Created value stream maps that identified recurring waste and saved an average of \$50K per department per year.
 - Developed CRM roadmaps that increased productivity 20%+.
 - Created train-the-trainer content for CRM applications creating 30% less user error and a 15% increase in client satisfaction.

Key Achievement:

Remapped business flow to improve quality, cost, and time and raise revenue \$3M in 1 year for key client.

- 2012 - **Junior Management Consultant**

Hartigan & Gulch Consulting, Miami, FL

- Developed IT strategies leading to 18% fewer support tickets.
- Delivered presentations to clients and senior management.
- Streamlined client processes in production and office systems.
- Generated 15% increase in client base through needs analysis.

Key Achievement:

Identified new business opportunities worth \$200K in revenue.

Education

- 2010 - **EMBA, Northwestern University**

- 2012 • Excelled in strategy and critical analysis classes.
• Master's thesis on regression analysis published in Herding Cats.

- 2007 - **BA Business Administration, University of Miami**

2010 GPA 3.8

Volunteer Fundraiser, 78th Street Animal Shelter

Raise over \$40,000 per year for animal welfare.

Conduct 50+ meetings per year with donors.

Certificates

- 2017 Certified Management Consultant - IMCUSA