

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.

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

• Excelled in strategy and critical analysis classes.

• Master's thesis on regression analysis published in Herding Cats.

2007 - BA Business Administration, University of Miami

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

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