

# Lucy Eser

Business Consultant

## Personal Info

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### LinkedIn

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### Twitter

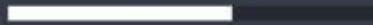
twitter.com/lucyzeser

## Skills

### process improvement



### organizational redesign



### SAS analytical software



### interpersonal skills



### problem solving



### communication



### analytical skills



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

### 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.

### 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

### EMBA, Northwestern University

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

### 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