

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

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linkedin.com/in/lucyzeser

Twitter
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Skills

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

Experience

2014 - 2020	Management Consultant <i>Ladd & Young Consulting, Miami, FL</i> <ul style="list-style-type: none">• 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 - 2014	Junior Management Consultant <i>Hartigan & Gulch Consulting, Miami, FL</i> <ul style="list-style-type: none">• 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 - 2012	EMBA, Northwestern University <ul style="list-style-type: none">• Excelled in strategy and critical analysis classes.• Master's thesis on regression analysis published in Herding Cats.
2007 - 2010	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
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