

# Lucy Eser

## Business Consultant

### Personal Info

#### Phone

305-201-9412

#### E-mail

lucyezer@gmail.com

#### LinkedIn

linkedin.com/in/lucyezer

#### Twitter

twitter.com/lucyezer

### 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

2014 -

#### Management Consultant

2020

*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

2014

*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

### Certificates

2017

Certified Management Consultant - IMCUSA

### Volunteer Fundraiser, 78th Street Animal Shelter

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

Conduct 50+ meetings per year with donors.