

Lucy Eser

Business Consultant

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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 -
2020

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 -
2014

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 -
2012

EMBA, Northwestern University
 - 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.



Skills

process improvement	<div></div>
organizational redesign	<div></div>
SAS analytical software	<div></div>
interpersonal skills	<div></div>