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

organizational redesign

SAS analytical software