

# 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 - 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

## 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



interpersonal skills

