

Accomplished and driven professional with an extensive background in strategic planning and execution, adept at aligning business objectives with comprehensive roadmaps to drive growth and operational efficiency.

Possess a keen acumen for evaluating team performance, fostering innovation, and implementing corrective actions to enhance productivity. Excel in building and maintaining robust client relationships, leveraging dynamic communication and issue resolution skills. Expert in analyzing key performance indicators and market trends to inform data-driven decision-making and strategic improvement plans. Demonstrated success in managing cross-functional teams, orchestrating projects from inception to completion, and optimizing customer engagement strategies. Committed to continuous growth, exemplified by leading teams to achieve remarkable sales growth and client service excellence. ***Technical Skills:*** Microsoft Office, Workday, Salesforce, & ADP

Areas of Expertise

- Program Development & Process Optimization
- Data Analysis & Project Management
- HR Program Management Tools & Technology
- Vendor Relationship Management
- Team Leadership & Development
- Performance Evaluation
- Operational Efficiency
- Recognition Program Administration
- Research & Competitive Analysis
- Stakeholder Engagement
- Conflict Resolution
- Business Forecasting

Achievements

- Spearheaded a strategic initiative that expanded staffing support for Tesla by over 400% in 2023, significantly enhancing service provision and contributing to substantial organizational growth.
- Drove a 1600% increase in contractor numbers for Carvana, transforming the client portfolio from 50 to over 800 contractors nationwide, thereby catalyzing unprecedented growth in client services and market expansion.
- Led the sales team at Ryan Bishoff State Farm Agency to achieve a 30% growth in life insurance sales, directly influencing the agency's prestigious recognition in the top 100 offices within the State Farm President's Club.

Professional Experience

KNA Solutions LLC, Remote
Director of Talent Acquisition

May 2023 — February 2024

Confer with senior management to ascertain needs and devise roadmaps for current, new, and prospective clients. Guide five account managers to ensure the delivery of client objectives that are quality-driven, timely, and cost-efficient. Forge and nurture strategic vendor partnerships to enhance collaboration and guarantee streamlined staffing operations. Coordinate projects adeptly from initiation, collaborating with the broader team to achieve timely completion of deliverables.

- Enhanced and solidified enduring client relationships through adept issue resolution and dynamic communication.
- Devised strategies for client retention that amplified customer satisfaction, fostered loyalty, and diminished churn, augmenting client retention by 50%.
- Guided account managers in developing recognition initiatives to enhance team morale and productivity.
- Developed data reports for swift identification of focal issues such as employee/client hours, payroll, and key performance indicators.
- Expanded staffing support for Tesla by over 400% in 2023 through the acquisition of new service provision locations.
- Cultivated partnerships with C-suite executives at Tesla, Lyft, Carvana, and Coco Robotics, securing contract renewals.

KNA Solutions LLC, Remote
Senior Regional Manager

May 2020 — May 2023

Oversaw daily, weekly, and monthly business reporting, utilizing data to refine forecasting and inform future business strategies. Monitored key performance indicators, benchmarking against industry trends and competitors to devise strategic enhancement plans. Drove business growth by collaborating with first-line management to innovate customer service, sales, and operational leadership methods. Managed both the day-to-day tactical and overarching strategic activities within the organization.

- Addressed customer relations issues proactively, implementing effective corrective measures to maintain client satisfaction.
- Achieved a 1600% growth for Carvana, expanding contractor numbers from 50 to over 800 nationwide.
- Implemented new recognition strategies to boost employee engagement and retention.
- Developed a comprehensive dashboard for real-time visibility on employee performance metrics and to identify potential areas of concern.
- Engaged in monthly meetings with Carvana's C-suite executives, securing and retaining business across their Logistics, Administration, and Field Operations departments in over 100 U.S. locations.

KNA Solutions LLC, Atlanta, GA
Staffing Operations Supervisor

May 2019 — May 2020

Evaluated performance and productivity of team members, provided constructive feedback, and implemented necessary corrective measures. Fostered and endorsed ideas that were in alignment with business objectives and benefits. Executed root cause analyses in areas lacking efficiency to identify and rectify issues.

- Enhanced customer satisfaction ratings by applying advanced conflict resolution and problem-solving techniques.
- Increased local staffing support for Lyft by over 50%.
- Spearheaded the transition of the company's recognition program for our client, streamlining processes and reducing administrative overhead by 30%.
- Developed a program manager guide to facilitate the onboarding and client management process for 12 new internal program managers.

Ryan Bishoff State Farm Agency, Atlanta, GA
Sales Manager

January 2018 — January 2019

Directed sales team of four, enhancing team performance and customer engagement through effective leadership and strategic planning. Oversaw operations, including revenue tracking, process optimization, and implementation of customer service protocols, ensuring swift resolution of client issues and heightened satisfaction.

- Conducted regular team meetings to align on goals, clarify expectations, and reinforce company policies.
- Developed and maintained monthly and end-of-quarter employee recognition programs to increase sales performance and boost team morale.
- Increased life insurance sales by 30%, contributing to the agency's qualification for higher recognition levels.

Ryan Bishoff State Farm Agency, Atlanta, GA
Sales Associate

January 2017 — January 2018

Sustained high sales volumes, contributing to the office's recognition as one of the top-ranked agencies in the State Farm President's Club. Engaged with customers to foster rapport and loyalty.

- Generated new sales leads, surpassing monthly sales targets.
- Served as the lead contributor to the 2017 sales team, aiding in the office's acknowledgment as a top 100 office nationwide in the President's Club.

Education

Bachelor of Business Administration in Finance
Kennesaw State University, Atlanta, GA