
Neil Frye

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Director, Strategic Operations & Business Analytics

Growth-oriented analytics leader with proven success resolving operational challenges across multiple business units through standardized workflows and data-driven insights. Empowers teams across levels of leadership to pursue innovation throughout the planning and delivery of long-term client engagements, improving efficiency and productivity to drive business expansion.

WORK EXPERIENCE

STRIPE • LADERA RANCH, CA • 02/2024 – 01/2025

Strategy and Operations Lead

Promoted quickly from a business partner position to optimize the technical infrastructure of a complex business intelligence organization, establishing and scaling teams and processes to enhance global sales support functions and drive revenue growth.

- Oversaw the design, development, and implementation of a comprehensive business intelligence framework, automating data management and reporting processes to improve efficiency by 25% and generate \$4M+ in professional services funding.
- Integrated executive dashboards and data visualization systems across operational frameworks in three global regions, mitigating 100+ in manual work and significantly improving data integrity.
- Established and refined global forecasting and performance management standards, driving a 15% increase in corporate reporting accuracy within two months.
- Spearheaded complex strategic initiatives as interim Head of Strategy & Operations, uncovering additional strategies for improving operational efficiency while maximizing cost savings over the course of six months.

KANTATA • IRVINE, CA • 02/2022 – 01/2024

DIRECTOR, PROFESSIONAL SERVICES

Oversaw the expansion of the firm's global sales services function following a complex merger and acquisition initiative, leading the implementation of data-driven service strategies and more than 100 large-scale client implementations to grow service adoption and sales revenue year over year.

- Spearheaded the development of new service offerings and analytics programs for global clients, increasing retention rates by 230% and significantly improving lifetime value.
- Secured 25% in year over year revenue growth, leading the design and delivery of data-driven service improvements and product enhancements enhancing the experience of more than 2,500 global clients.

SKILLS

Analytics, Business Operations, Business performance, Client Management, Client Satisfaction, Coaching, Communication, Corporate Strategy, Cross-functionally, Data Visualization, Excel, Finance, Global strategies, Operational Planning, Optimization, PowerBI, Problem Solving, Project Management, python, Reporting and analytics, Research, SQL, Tableau

EDUCATION

MS in Information Technology

California State University – Fullerton
Fullerton

BA in Business Administration

California State University – Fullerton
Fullerton

- Overhauled the company's resource data system, centralizing processes and workflows to improve data accuracy and accessibility – enabled a 30% increase in productivity within six months.
- Standardized best practices and key performance indicators for utilizing ProServ monitoring and intelligence tools across the AMER, EMEA, and APAC region, increasing productivity by 10% and profit margins by 20% in six months.
- Increased upsell revenue by 20% within three months through a comprehensive client engagement strategy, leveraging performance data and client feedback to launch tailored outreach plans.

MAVENLINK • IRVINE, CA • 01/2016 – 01/2022

SENIOR MANAGER, PROFESSIONAL SERVICES

Enhanced the capabilities of a global analytics consulting practice, leading the implementation of lifecycle optimization strategies to streamline the delivery of multi-phased, complex solutions. Promoted to drive the performance of a 20-person consulting team while significantly enhancing service delivery capabilities across multiple workstreams.

- Grew the customer services organization from a team of four to over 100 cross-functional professionals, increasing annual revenue from \$10M to over \$100M and boosting productivity by 25%.
- Standardized governance frameworks and implemented cutting-edge business intelligence tools across global teams, accelerating reporting cycles by 15%.
- Redesigned the project onboarding process and facilitated training sessions on newly-implemented tools and best practices, reducing time-to-value rates by 20% and improving client satisfaction scores.

MANAGER, PROFESSIONAL SERVICES

SENIOR BUSINESS INTELLIGENCE CONSULTANT

PARKER HANNIFIN – AEROSPACE • IRVINE, CA • 06/2012 – 01/2016

INFORMATION TECHNOLOGY ANALYST

CITY OF ANAHEIM – POLICE • ANAHEIM, CA • 11/2007 – 05/2012

POLICE CADET – I.T.