

Celeste Greene

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SUMMARY

Strategic, operations-focused leader with 15+ years of hands-on experience across diverse industries. Brings a master's-level understanding of business strategy, logistics, and organizational development—earned through real-world execution, not theory. Proven ability to lead cross-functional teams, streamline complex processes, and drive sustainable growth. Known for blending data-driven decision-making with innovative problem-solving. Ready to deliver executive-level insight, leadership, and results in fast-paced, high-impact environments.

WORK EXPERIENCE

Rural King

Mattoon, IL

Accounts Payable Clerk III

Feb 2025 - Present

- Process and audit 75+ vendor invoices daily with three-way matching (PO, receiving, invoice) to ensure accurate, on-time payments.
- Reconcile 100+ vendor statements monthly, proactively resolving discrepancies to prevent disruptions and maintain vendor trust.
- Coordinate with vendors and AP leadership to resolve OTIF issues and improve performance; reduced payment dispute resolution time by 30%.
- Utilize Oracle and Excel (VLOOKUP, pivot tables) to analyze vendor performance data and streamline workflows.
- Spearheaded a vendor audit pilot, reducing manual rework by 40% and improving invoice accuracy by 35%

Solar Glam (E-Commerce)

Mattoon, IL

Strategic Operator & Founder

Aug 2022 - Present

- Founded and scaled a profitable e-commerce business, leading end-to-end operations across marketing, sales, customer service, and fulfillment.
- Built and optimized automated systems for order processing and customer engagement, increasing operational efficiency by 40% and reducing fulfillment time by 30%.
- Managed full P&L responsibilities, maintaining healthy profit margins and driving consistent month-over-month revenue growth through data-driven decision-making and lean execution.
- Executed targeted digital marketing campaigns across social media and email, achieving a 25%+ conversion rate and building a loyal customer base.

Self-Employed

Remote

Freelance Business Consultant

2008 - Present

- Developed and executed custom operational strategies for over 15 small businesses across retail, service, and e-commerce sectors, resulting in average revenue growth of 20–35% within 6 months.
- Optimized backend operations by implementing scalable systems for invoicing, vendor relations, and fulfillment—reducing operational costs by up to 40% and increasing workflow efficiency by 50%.
- Conducted over 30 in-depth business audits, identifying key performance gaps and delivering actionable roadmaps that improved profit margins by 15–25% on average.
- Trained and mentored 50+ business owners and team members, fostering a culture of continuous improvement in financial literacy, inventory accuracy (reducing shrinkage by 10–15%), and customer satisfaction.

Moab Regional Hospital

Moab, UT

Intake Coordinator

Mar 2022 - Jun 2022

- Streamlined patient intake procedures, reducing average wait times by 15% and increasing daily patient throughput to 50+ individuals without compromising quality of care.

- Collaborated cross-functionally with nurses, physicians, and admin teams to optimize clinical workflows, boosting operational efficiency and patient satisfaction scores.
- Provided hands-on leadership and support to front desk and clinical staff, fostering a compassionate care environment and ensuring adherence to best practices.
- Managed real-time patient flow and triage priorities, improving resource allocation and reducing bottlenecks during peak hours by 25%.

Various Hotels

Moab, UT

Front Desk Receptionist/Agent & Evening Supervisor

Apr 2021 - Feb 2022

- Managed front desk operations for a 100+ room hotel, overseeing guest check-ins/check-outs, reservations, and handling an average of 75+ customer inquiries daily.
- Supervised and trained evening staff of 5–7 team members, implementing service standards and shift protocols that led to a 10% increase in guest satisfaction scores.
- Delivered high-touch customer service, contributing to consistently positive reviews and maintaining a 90%+ guest resolution rate on first contact.

Career Sabbatical

Professional Development & Transition

Sep 2018 - Aug 2021

- Took time to adapt to life as a wheelchair user following a major physical transition. Completed my cosmetology education during this period and proudly received my certification while navigating new challenges. Focused on self-improvement and building technical and workplace skills. Used this chapter as a rebranding opportunity, emerging with increased resilience, adaptability, and a renewed drive to contribute meaningfully in every role.

Z Bridal

San Antonio, TX

Retail Manager

Apr 2018 - Sep 2018

- Achieved a 15% sales increase within six months by leading strategic store layout reorganization and optimizing employee scheduling to align with peak traffic times.
- Managed end-to-end daily operations, including inventory control, team training, and customer service oversight, resulting in a 20% improvement in customer retention and overall satisfaction.
- Spearheaded the creation and launch of the store's first online marketing strategy, driving a 30% boost in local brand awareness and sustained customer engagement—campaigns remain in use today.
- Trained and mentored a team of 10+ staff, improving team performance metrics and reducing turnover through proactive coaching and clear performance expectations.

Hot Mess Color

Texas

Operations Manager & Creative Director

Apr 2014 - May 2020

- Delivered 100+ custom hair coloring services, specializing in vibrant, corrective, and personalized techniques using top-tier professional product lines such as Redken, Paul Mitchell, and Wella.
- Provided inclusive, in-home care to clients with physical and mental disabilities, building a loyal client base by prioritizing accessibility, comfort, and trust-based relationships.
- Directed all aspects of business operations, including client consultations, appointment scheduling, inventory management, and financial oversight—managing 100% of budgeting, pricing, and expense tracking.
- Launched and executed end-to-end marketing strategy, including graphic design, social media promotion, and pricing structure—driving a 40% increase in client bookings within the first year.
- Maintained detailed records for tax and operational compliance, including mileage logs and supply procurement, ensuring cost efficiency and business sustainability.

Life's Sweets & Tidbits

San Antonio, TX

Founder & Operations Manager

Oct 2014 - Sep 2018

- Founded and managed a profitable cottage food bakery that served over 300+ recurring clients, specializing in handcrafted cakes for birthdays, milestone events, and infant celebrations.
- Created a diverse menu of 40+ custom dessert offerings, including vegan and allergen-friendly options, maintaining 95%+ client satisfaction based on repeat orders and reviews.
- Grew customer base by 250% in under 18 months through targeted social media campaigns, referral incentives, and consistent community event participation.
- Oversaw end-to-end bakery operations, including recipe testing, production, packaging, delivery coordination, and CRM management, fulfilling 10–15 custom orders weekly at peak.
- Maintained 100% compliance with state cottage food laws and health standards while delivering personalized service that earned top-tier local reviews and word-of-mouth referrals.

Deck Masters and Gardening

San Antonio, TX

Operations Support

Jan 2014 - Oct 2017

- Designed and implemented a new filing and documentation system, resulting in a 20% reduction in errors and a 40% improvement in information retrieval efficiency.
- Coordinated communication between clients and team members, ensuring efficient workflow and customer satisfaction.
- Contributed significantly to business growth, driving sales from \$52,000 to over \$250,000 within two years as part of a two-person team, with key responsibilities in price negotiation, market research, marketing strategy, and quality assurance.
- Managed accounting functions, including invoicing, accounts receivable, and expense tracking.

VOLUNTEER EXPERIENCE

Various Roles, The Memorial Assistance Ministry

2006 - 2012

- Volunteered 3–5 hours weekly over an extended period, progressively taking on responsibilities including inventory sorting, clothing pricing, and visual floor merchandising.
- Assisted dozens of community members with completing job applications, housing forms, and government aid paperwork, directly supporting access to essential resources.
- Gained hands-on experience in customer service, cashiering, data entry, and introductory e-commerce through listing and managing items on eBay.
- Supported marketing and outreach efforts by contributing to social media content and community engagement strategies, helping increase foot traffic and local visibility.

Church Volunteer, MDPC/MDMC

2006 - 2018

- Supervised care for up to 24 children in church-run daycare programs, ensuring a safe, nurturing, and engaging environment.
- Directed and coordinated annual Christmas nativity plays, overseeing casting, rehearsals, set design, and production schedules.
- Led organization and execution of church food pantries and food drives, managing logistics, volunteer teams, and community outreach.
- Managed a team of 15+ volunteers, fostering teamwork and ensuring effective communication to meet organizational goals.
- Coordinated community engagement efforts, promoting inclusivity and support for families in need while maintaining a high level of service delivery.

ADDITIONAL EXPERIENCE/PROJECTS

Product Ops & Aha! Roadmap Training Project, Self-Initiated

2025

- Independently completed over 40 hours of self-paced training on Aha! product management tools and product operations frameworks, aligning with long-term leadership goals in strategy and digital transformation.
- Designed and executed 3+ mock product roadmaps and OKR-driven release plans using Aha!, modeling tech-enabled workflows tailored to improve efficiency across retail operations.
- Embedded Lean Six Sigma principles into 5+ custom product templates, showcasing potential to reduce vendor-related process variance by up to 30% and accelerate internal approvals by 20–40%.
- Actively leveraging training to support a career pivot into product management, strategic operations, or digital buying roles, with emphasis on driving innovation and cross-functional collaboration.

Vendor Data Integrity Initiative, Rural King

2025

- Flagged and resolved high-impact discrepancies in pricing, VPN alignment, and fulfillment data across 10+ strategic vendors, preventing over \$30K in cumulative losses from overpayments and rework.
- Conducted in-depth data analysis using Excel (pivot tables, VLOOKUP, cross-sheet reconciliation) and Oracle ERP tools to trace recurring AP issues and quantify root causes.
- Spearheaded a vendor-specific audit pilot and collaborated with AP leadership to formalize new standardization protocols, reducing manual intervention by 40% and improving invoice accuracy by 35%.
- Selected as process accuracy lead for the company's highest-volume vendor account, owning end-to-end invoice lifecycle for 500+ transactions monthly with 99% on-time processing rate.

Freelance Fashion Model, Various Locations

2015 - Current

- Boosted client retention by 15% through proactive feedback integration, consistently exceeding expectations and driving repeat bookings.
- Partnered with high-fashion labels including A'cherie Couture to deliver visually compelling runway and editorial work aligned with brand aesthetics.
- Represented nonprofit organizations at high-visibility events, amplifying brand reach and community engagement across diverse audiences.
- Successfully executed over 30 runway and photoshoot projects, leveraging time management and adaptability to meet tight deadlines and dynamic creative requirements.

Project Manager, San Antonio Photography Group

2015 - 2018

- Organized and managed multiple large-scale photography events, including:
- Gothic photoshoots with over 35 photographers and 14 models
- Steampunk photoshoots with 4 hair/makeup artists, 12 models, 22 photographers
- Halloween photoshoots with 15 models, 25 photographers, 3 SFX/makeup/hair artists

Wedding Planning Project, Moon n Stars Events

2014

- Planned and executed a 100-guest wedding under the Moon n Stars Events concept while managing a \$20,000 budget and coordinating all event logistics.
- Delivered the full wedding under budget by \$2,300 through vendor negotiation, scheduling precision, and custom design solutions.
- Applied early project management and financial planning skills to ensure a seamless, elegant event experience across venues, catering, décor, and guest experience

Inclusive Salon Concept, PBA Business Competition

2020

- Earned a Professional Beauty Association award through a pitch competition focused on business planning, branding, and inclusive salon development.
- Developed a full business plan and marketing strategy for an accessible salon concept designed to serve hijabi women, disabled women, and underserved clients with dignity and comfort.
- Presented branding concepts, space design layouts, and community engagement plans that addressed equity in beauty services.

- Recognized for innovation, empathy-driven service design, and potential market impact.

Inclusive Cosmetology Education & Cultural Hair Study, Ogle School 2019 - 2020

- Intentionally enrolled in a predominantly minority-serving cosmetology school to gain direct experience with Afro-textured hair and inclusive hair care.
- Studied protective styles, textured cutting techniques, and culturally specific service practices to better serve clients of all backgrounds.
- Embraced the cultural and emotional significance of textured hair with a focus on accessibility and inclusion.
- Retired from active cosmetology practice due to medical reasons, while continuing to apply inclusive service principles in all future endeavors.

Model United Nations Delegate – Nigeria, School of the Woods 2007

- Represented Nigeria in a Model United Nations conference focused on global education policy.
- Delivered a compelling speech advocating for free universal education and scholarships for underprivileged girls, emphasizing the barrier posed by lack of access to school uniforms.
- Collaborated in drafting and negotiating a resolution to support equitable education initiatives in developing countries.
- Gained experience in public speaking, diplomacy, and international policy analysis

SELF-DIRECTED BUSINESS EDUCATION

Sources: Accredited Online Platforms (Sophia), Financial & Operational

Management:

- Financial Accounting
- Operations Management (Sophia.org Course)
- Strategic Management
- Product Selection & Inventory Control (Cosmetology School Salon Management)

Sources: Early Entrepreneurial Ventures, Entrepreneurial & Sales Acumen:

- Early Business Development (Girl Scouts of America cookie sales, achieving top divisional sales for 3 years)
- Marketing & Customer Acquisition
- Demonstrated passion for continuous learning and research, enabling rapid knowledge acquisition and effective task delegation.

Sources: Self Study Through Reading, Leadership & Interpersonal Skills:

- Organizational Behavior
- Team Leadership & Delegation
- Emotional Regulation & Conflict Resolution (Developed through parenting experience)

CERTIFICATIONS

Google Project Management, 2025	2025
Google Digital Marketing & E-Commerce, Google	2025
Microsoft Power BI Data Analyst, Microsoft	2025
Microsoft Azure AI Essentials, Microsoft	2025
AWS Cloud Fundamentals, Amazon	2025
Six Sigma Green Belt, Kennesaw State University	2025
Lean Six Sigma Yellow Belt, Kennesaw State University	2025
TEFL/TESOL Certification, World TESOL Academy	2024
Google IT Support Certification, Google	2024

EDUCATION

Coding Temple	Chicago, IL
Immersive Full Stack Bootcamp, Software Engineering Certificate	2025
Western Governors University	Millcreek, UT
Bachelor of Science, Supply Chain Management	2027
Ogle-Hair, Skin, Nails	Houston, TX
Diploma, Cosmetology	Aril 2020