

REVENUE OPERATIONS MANAGER; BUSINESS SYSTEMS AUTOMATION; PROCESS OPTIMIZATION

Core Competencies:

- **Revenue Operations and Enablement**
CRM Management (HubSpot, Zoho); Pipeline Optimization; Sales/Marketing Alignment
- **Systems and Process Design**
AI and Automation Tools; Data-Driven Opportunity Targeting; Competitive Intelligence Workflows
- **Data and Compliance**
SOC2, TX-RAMP, VPAT, HECVAT; Data Management and Reporting; Audit Readiness
- **Leadership and Training**
Cross-Functional Collaboration; Team Training and Documentation; Stakeholder Management

Why Choose Me:

- **Revenue Systems Expert:** Built end-to-end CRM automation including lead capture, pipeline management, and performance tracking.
- **Process Optimization Specialist:** Identifies inefficiencies and implements scalable solutions that reduce manual work and improve outcomes.
- **Cross-Functional Connector:** Designs workflows that align sales, marketing, compliance, and operations for seamless collaboration.
- **Results-Driven Implementer:** Builds sustainable systems that deliver measurable business impact.
- **Analytical Innovator:** Connects technical details to business impact, consistently bridging data, systems, and strategy.

Key Achievements

- **Revenue Systems and Process Optimization:** Built and automated end-to-end CRM and workflow ecosystems, reducing manual work by 30–40 % and improving performance visibility.
- **Compliance Excellence:** Achieved 100% audit compliance across multiple frameworks (SOC2, TX-RAMP, VPAT) through documented controls and automated audit readiness.
- **Business Impact:** Improved customer retention by 8%, increased win rates by 15%, and shortened operational response times by 20%.
- **Knowledge Infrastructure:** Built training and writing repositories that capture undocumented workflows and institutional knowledge, standardizing processes and accelerating onboarding.
- **Process Intelligence Development:** Introduced order-error tracking to quantify cross-departmental inefficiencies, creating visibility into a 30 % weekly error rate and driving leadership discussions on process improvement.
- **Analytical Foresight:** Anticipated system integration risks following a software update—detecting UI and XML changes before formal release notes - and led rapid validation to ensure workflow stability, preventing downtime and data disruption.
- **Continuous Innovation:** Translated newly discovered software functionality into process improvements by identifying cross-departmental use cases and presenting adoption strategies to leadership, driving discussions on scalability and operational alignment.

Experience

❖ **Business and Vendor Operations Coordinator, Millington Lockwood (2025-Current)**

High-end commercial interiors serving premium brands (Herman Miller, Knoll)

- Created an order-accuracy tracking system that surfaced a 30% pre-entry error rate in incoming orders, providing leadership with new data to guide future process improvement initiatives.
- Built reusable training repository capturing key workflows and documentation for cross-department continuity.
- Coordinate cross-functional workflows between sales and project management, aligning product orders, delivery schedules, and site logistics.

❖ **Business Proposal Consultant (Contract), The Scanning Company, LLC (2025)**

Digitization provider serving education and public sector agencies.

- Lead full-cycle RFP operations with 100 % on-time submissions, integrating FOIA-based and AI-driven intelligence to target high-fit opportunities and expand the bid pipeline.
- Created centralized proposal-writing repository improving consistency and compliance

- Create training materials and RFP evaluation checklists to improve team proposal quality and consistency
- ❖ **Technical Proposal and RFP Writer (Contract), BAFO Services, LLC (2024-2025)**
Federal and state proposal development for education, workforce, and defense contracts.
- Maintain 90%+ first-pass compliance rate on multimillion-dollar proposal submissions
 - Collaborate with executives and technical SMEs to develop persuasive technical narratives
 - Author and edit technical proposal sections while managing proposal review processes (Pink/Red/Gold teams)
- ❖ **Senior Technical Writer (Contract), USERWAY, INC. (2023 – 2024)**
Digital accessibility (508) compliance.
- Optimized Asana workflows for knowledge management, improving team efficiency and information access
 - Managed vendor compliance documentation systems, reducing response times by 10%
 - Partnered with C-suite leaders to align operational processes with enterprise client requirements
- ❖ **SmartEvals, LLC (2008 – 2023)**
- SaaS suites for evaluations and student retention to higher education
- ❖ **CRM Manager**
- Built CRM automation systems in HubSpot and Zoho, including lead capture and automated routing workflows
 - Improved CRM data accuracy by 30% and reduced entry errors by 25% through process standardization and user training
 - Resolved 95% of internal CRM issues within 24 hours, maintaining system reliability across sales and marketing teams
 - Customized workflows and reporting for sales, marketing, and customer success departments, improving adoption and operational insights
 - Maintained 100% compliance with data privacy regulations (GDPR, FERPA, CCPA) across all CRM processes
- ❖ **Privacy and Security Compliance Manager**
Oversaw Privacy and Security Compliance, managed audits, analyzed data, and resolved compliance issues
- Designed and implemented comprehensive compliance framework covering SOC2, TX-RAMP, HECVAT, and VPAT requirements
 - Automated audit preparation processes, achieving 100% compliance in multiple external audits
 - Built policy management systems covering 100+ internal security and privacy policies
- ❖ **Customer Experience Operations Manager**
Established and led the development of the technical support department, creating foundational policies, procedures, and metrics to drive efficiency and set high standards for customer satisfaction.
- Designed customer lifecycle management processes that increased retention by 8% and improved satisfaction scores by 15%
 - Implemented automation and self-service systems that reduced support ticket volume by 30% and response times by 20%
 - Created cross-training programs and documentation that maintained 95% stakeholder satisfaction during rapid team growth
- ❖ **Project Manager and Business Analyst**
Plans, organizes, and executes projects from start to finish for SaaS suites through SDLC, security audits, sales team needs, and technical support teams.
- Managed 5-7 concurrent cross-functional projects with 98% on-time delivery rate
 - Designed and implemented process improvements across SDLC, sales operations, and customer success workflows

Technical Proficiencies

CRM and Revenue Tools: HubSpot, Zoho, Salesforce, Loopio

Project Management: Jira, Confluence, Asana, ClickUp, Monday.com

Data and Analytics: Tableau, Microsoft Office Suite, Google Workspace

Integration and Automation: Zapier workflows, API integrations, form routing systems

Compliance Frameworks: SOC2, TX-RAMP, VPAT, HECVAT, FERPA, GDPR