

Arjin Harris

Business Operations Leader

Columbus, OH

804.928.9556

arjinharris@gmail.com



CAREER PROFILE

Transformational business leader offering strong performance in all aspects of operations; effectively integrating the people, processes, and technology to consistently achieve goals and objectives. Proficient in building business infrastructures through strategic plans and best practices. Highly skilled in identifying growth opportunities and driving revenue. Spearheads key process improvement efforts that saves substantial amounts of time, money, and resources. Recruits, mentors, and develops team members to maximize their potential as top performers. A cross-functional and collaborative leader who is passionate about delivering world-class business solutions that support long-term business growth for mission-driven organizations.

CORE COMPETENCIES

- ▶ Strategic Planning and Business Operations Leadership
- ▶ Program and Project Management
- ▶ Production and Supply Chain Management
- ▶ Financial Management, Budgets, and Cost Controls
- ▶ Data and Financial Analysis
- ▶ Metrics, KPIs, Insights, and Business Growth Drivers
- ▶ Inventory and Asset Management
- ▶ Technology Planning, Management, and Advancement
- ▶ Business Development, Marketing, and Promotions
- ▶ Continuous Process Improvement and Resource Allocation
- ▶ Business Partnerships and Relationship Management
- ▶ Policy/Process Creation and Implementation
- ▶ Supplier/Vendor Management and Contract Negotiations
- ▶ Staffing, Coaching, Training, and Team Building

PROFESSIONAL EXPERIENCE

TicketFire and SeatCycle | Columbus, Ohio

07/2018—Present

Entrusted to serve in simultaneous roles as the Operations Manager for TicketFire (an online ticket marketplace) while occasionally serving on key projects for SeatCycle (a no-show solutions provider and separate division of TicketFire).

Operations Manager, TicketFire (07/2018—Present)

Leads and manages 8 employees and over 50 direct/indirect reports in all day-to-day operations including production, supply chain, customer relations/support, inventory, and asset management. Consults with users, managers, vendors, and technicians to assess technical needs and system requirements. Drives advanced cost-reduction efforts to optimize growth.

Key Contributions and Accomplishments:

- ▶ **Grew annual revenue over 30% (from \$800k to \$1.15M)**, exceeding objective to reach one million dollars.
- ▶ **Reduced active claims by 60%, saving \$15k annually**, by implementing critical anti-fraud features and technology.
- ▶ **Decreased overall service time to below the 5-minute goal, from over 10 minutes**, by establishing advanced customer service standards and procedures.
- ▶ **Enabled 24/7 support, with a live chat feature**, through the development of a ticket sales internal management system.
- ▶ **Doubled the size of the template database** by redirecting and increasing development resources while focusing on more niche event-specific options for the first time.
- ▶ **Realized over \$100k in gross revenue** by creating a Monster Jam event template.
- ▶ **Created drastic growth in user base, to over 100k**, by eliminating redundancies in marketing department to allow company to dedicate more time on application development. Managed all application development/improvement efforts.
- ▶ **Successfully developed a new revenue-producing transfer project**. Led all aspects of project from creation through execution including negotiating and contracting with outside partners.
- ▶ **Established a new weekly report** for all executive leaders and board members to easily monitor KPIs.
- ▶ **Recruited, hired, and trained 4 full time operations personnel** and a director level leader.

Operations Analyst, SeatCycle (12/2018—Present)

Serves in various projects on an as-needed basis. Interviews personnel and conducts on-site observations to ascertain unit functions, work performed, and resources used (methods, equipment, and personnel). Generates standard or custom business, financial, and economic reports for review by executives, managers, clients, and other internal and external stakeholders.

(Operations Analyst, Continued)

Key Contributions and Accomplishments:

- ▶ **Instrumental in leading company to secure two signed contracts and initial 10k in revenue**, by serving as the lead author and analyst of the data model.
- ▶ **Delivered key recommendations**, after documenting findings of study, to implement new systems, procedures and organizational changes.

ADDITIONAL PROFESSIONAL EMPLOYMENT

Financial Advisor and Operations Leader | L Ginger Asian Fusion, Columbus, Ohio (2018—2019)

Built an innovative restaurant from scratch, managing all initial ordering, inventory efforts, and finances. Led the hiring, marketing, and promotions initiatives. Developed the financial/business model. Organized weekly reports and monitored KPIs. Established recordkeeping SOP while improving efficiency in all processes. Sold restaurant one year later for double the startup cost.

MILITARY

Combat and Analyst (Active Security Clearance) | United States Army, Ft. Hood, Texas (2012—2016)

Conducted regular foot patrols and escorted residents to and from vehicles. Trained new soldiers. Utilized surveillance equipment to monitor for suspicious activity. Delivered key information and directional guidance to vendors and guests, serving as a reassuring presence for residents and their property. Built custom models and reports to accurately inform team members of all mission scopes. Performed security analyses of operations to ensure equipment was efficiently utilized.

TECHNICAL SKILLS

SQL • Python • Power BI • Github • AWS • Microsoft Office (Word, Excel, PowerPoint)

EDUCATION

- ▶ **Master of Science, Business Statistics** (*Expected Completion, 05/2021*)
Franklin University, Columbus, Ohio
- ▶ **Bachelor of Arts, Theoretical Mathematics** (12/2018)
Ohio State University, Columbus, Ohio