

KELLY BOUDREAU

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SUMMARY

Multi-unit operations leader (10+ years) managing 350+ sites, \$4-5M budgets, and 8-12 direct reports. Operations and technology expertise in building scalable systems for training, QA, compliance, and cross-location coordination.

RELEVANT EXPERIENCE

The Retail Performance Company (RPC)

Director of Operations

Remote

2022 - 2025

- Multi-Location Operations Coordination: **Directed training operations for 350+ dealership locations nationwide**, building standardized systems and processes that were replicated org-wide, reducing operational overhead **50%**
- Manager Support & Development: **Delivered nationwide training supporting Area Managers with performance coaching, data interpretation, and SOP implementation**, resulting in **10x increase in reporting within 3 months**
- Training Program Management: **Overhauled training coordination with automated systems, creating consistency and efficiency across hundreds of locations while maintaining quality standards**
- Technology Implementation: Introduced operational technology platforms (project management, automation tools, communication systems) driving adoption and improving cross-location coordination and visibility
- P&L Impact: **Developed and launched strategic rollout programs increasing margins 20%+** through data-driven decision making and stakeholder engagement
- Cross-Functional Leadership: **Led 10+ person cross-functional teams**, defined success metrics, and accelerated project timelines through collaborative leadership

LC Co & Quarter Horses

Operations Manager

Remote

2021 - 2022

- Re-engineered and digitized legacy breeding facility operations, modernizing scheduling, tracking, and logistics systems, **freeing owner bandwidth 50%+ for high-value strategic work**

IATSE - Film & TV Union

Director of Business Operations

Various Locations

2017 - 2020

- Multi-Site Operational Oversight: **Managed operations for 10-30 simultaneous productions, building field operations tracking for 12-32 site representatives** to ensure consistency, compliance, and quality across all locations
- Budget & Team Leadership: **Managed \$4-5M annual operating budgets and led 8-12 staff** across shared services, training, compliance, field operations, and administrative functions
- Systems Building for Compliance: **Built operational systems serving multiple stakeholders (compliance teams, site representatives, auditors, regulatory agencies)** ensuring OSHA and federal labor compliance across all sites
- Training & Quality Control: Developed and implemented training programs for site representatives

Field Operations Representative

2014 - 2017

- **Promoted from Field Representative based on operational expertise and multi-site coordination capabilities.**

The Soapbox Lounge

Operations Manager

Wilmington, NC

2012 - 2014

- Multi-Event Operations Management: **Managed full operational lifecycle for 100+ high-profile events**, overseeing planning, logistics, staffing, vendor coordination, and on-site service delivery in fast-paced, high-stakes environment
- Operational Systems & Efficiency: **Implemented workflow systems increasing scheduling accuracy and team communication efficiency by 40%**, creating standardized processes adopted across all event operations
- Budget & Cost Control: Oversaw budget forecasting and cost control, consistently delivering projects on time and within budget while exceeding client expectations through proactive vendor management and resource allocation
- Quality Assurance: Maintained rigorous quality standards across all client-facing operations, managing crisis situations and last-minute changes with composure while ensuring seamless guest experience

CORE COMPETENCIES: Multi-Unit Operations | Service Operations Management | Training & Development | Budget & P&L Management | Quality Control & Compliance | Vendor & Stakeholder Management | Process Improvement | High-Volume Environments