

# KAREN WELLS

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Dynamic and results-driven professional with extensive experience in team leadership and operational management. Known for exceptional organizational skills, innovative problem-solving, delivering high-quality service, and a hands-on approach to achieving goals. Skilled in building cohesive teams, maintaining high-quality standards, exceeding expectations, and skilled in budget management.

## SKILLS

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- Team Leadership and Development
- Client Relations and Quality Assurance
- Operational Efficiency and Problem Solving
- Project Management and Scheduling
- Budget Management and Vendor Coordination

## PROFESSIONAL EXPERIENCE

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**Olive Branch Properties**, Austin, TX

02/2022 - 10/2024

**Partner**

- Manage property projects, including contractor coordination, design, and staging.
- Conduct property acquisitions and sales, delivering customized solutions to clients.
- Ensure timely project completion while maintaining high-quality standards.

**Strong Advocates**, Los Angeles, CA

02/2021 - 12/2023

**Intake Manager and Attorney Assistant**

- Enhanced client service and satisfaction through efficient intake processes and empathetic communication.
- Supported attorneys with administrative workflows and maintained seamless operations.
- Enhanced client service processes to increase satisfaction and retention.

**SubSystem IT**, Los Angeles, CA

06/2021 - 01/2022

**Client Operations Manager and Billing Specialist**

- Supervised billing processes and client communications, ensuring accuracy and timeliness.
- Optimized operating procedures, reducing inefficiencies and improving service quality.
- Oversaw vendor relationships and coordinated project deliverables.

**1440 Multiversity**, Scotts Valley, CA

10/2017 – 04/2020

**HEALING ARTS MANAGER**

- Managed all aspects of operations, including budget preparation, staff training, and maintenance of service standards.
- Conducted regular facility inspections, ensuring adherence to safety and cleanliness standards.
- Developed innovative service offerings, increasing revenue and customer satisfaction.

**The Now**, Los Angeles, CA

05/2016 – 09/2017

**GENERAL MANAGER**

- Led a team of 60+ staff, managing recruitment, training, and performance evaluations.
- Controlled budgets, monitored labor costs, and ensured financial performance goals were met.
- Addressed resident and client concerns, achieving high retention rates.

**Love Organic Salon Spa & Yoga**, Simi Valley, CA

02/2014 – 12/2015

**ASSISTANT DIRECTOR OF OPERATIONS AND DEVELOPMENT**

- Oversaw daily operations, vendor relationships, and staff performance to enhance customer experiences.
- Developed and enforced operational policies, improving efficiency and service quality.
- Managed financial reporting and budget analysis, aligning with business objectives.

**EDUCATION**

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**Real Estate Investment Training Program** – Love American Homes (2022)

**Spa & Hospitality Management Program** – University of California, Irvine

**Certified Massage Therapist** – Utah College of Massage Therapy (2001)

**Associates Degree in Business** – San Diego Community College