

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

- 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

- 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

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