Professional Experience

Business Operations Manager

East Coast Insurance. Boston, MA | October 2016 - Present

- Manage office administration and business operations for a multinational insurance company, including coordinating accounts payable and accounts receivables for client business accounts valued at up to $2M
- Identify opportunities to improve profitability by 10% across insurance lines by driving multi-certification and cross-training initiatives across the insurance sales organization
- Lead the recruitment and development of 100+ staff across sales, operations, and HR departments and ensure compliance with diversity, equity, and inclusion (DEI) policies

Business Operations Specialist

Cape Cod Travel Agency, Falmouth, MA | May 2011 - October 2016

- Coordinated daily business operations for a tourism and hospitality company, including AR, AP, invoicing, and billing for 40+ client accounts generating $1 5M in revenue
- Collaborated with cross-functional teams to drive process Improvement, eliminate redundant tasks, and consolidate data reporting, which saved 40+ work hours per week
- Oversaw HR administration for 401 Ks, health insurance, PTO, employee onboarding, and compensation negotiations for 50+ staff

Education

Master of Business Administration (M.B.A.)

University of Boston, Boston, MA | May 2014 - May 2016

Bachelor of Business Administration (B.B.A.)

University of Boston, Boston, MA | September 2007 - May 2011

Tony Gonzalez

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A Business Operations Manager with 10+ years of experience, specializing in change management, process improvement, organizational development, and strategic planning. A strong history of building and leading high-performance teams to refine business operations and drive profitability for multimillion-dollar companies.

Key Skills

- Business Administration
- Organizational Development
- Change Management
- Project Management
- Financial Planning