

Career Highlights

Chief Operating Officer (COO)

RZA Corp., San Francisco, CA | October 2017 to Present

- Assessed business needs in order to determine new operations department goals
- Renewed organization’s focus on customer service and continuous operational improvement
- Devised new process streamlining protocol that resulted in 20%+ greater productivity

Operations Director

LFA Inc., San Francisco, CA | August 2012 to September 2017

- Oversaw development of new standard processes that increased team efficiency by 25%
- Restored team's focus on core mission, values, and long-range objectives

Prior Experience

- Advanced steadily through a series of progressive operations roles at ABC Corp.

Education

Bachelor of Science (BS)

University Of California, Berkeley, CA

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Chief Operating Officer (COO) with 10+ years of advancement and excellence. Draw on deep knowledge of Six Sigma, continuous improvement, and resource allocation principles.

Key Skills

- Business Needs Assessment
- Continuous Improvement
- Cost Reduction & Elimination
- Cross-Functional Leadership
- Organizational Alignment
- Policy & Procedure Development
- Process Redesign & Improvement
- Productivity & Efficiency Gains
- Profit & Loss (P&L) Management
- Six Sigma Methodology
- Talent Acquisition
- Targeted Resource Allocation