

Henrietta Mitchell

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OPERATIONS MANAGER

A results-oriented Operations Manager with experience in media management and leadership roles. Led and managed media operations in North America and across APAC. Expertise in leading teams to improve performance, customer loyalty, and forging partnerships with internal and external partners. Specializes in helping companies launch new media services and products, from concept to roll-out. Extensive experience in the development and implementation of subscription video-on-demand over-the-top streaming products.

KEY COMPETENCIES

P&L Management	Financial reporting	Team leadership
Strategic planning	Negotiations	Communication
Client relationships	Business development	Operations management

PROFESSIONAL EXPERIENCE

Arowwai Industries

Oct 2020 - Present

Operations Manager

Lead nation-wide operations, achieving growth of 120% in two years. Spearheaded the development and implementation of subscription video-on-demand over-the-top streaming products. Improved employee retention by adopting a new internal communications methodology and restructured employee benefits.

Accomplishments:

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Hanover and Tyke

Nov 2018 - Sept 2020

Business Development Manager

Lead operations, achieving growth of 180% in two years. Hired a new application consultant to help improve team capabilities.

Accomplishments:

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