Harry Hamlin

harryhamlin@gmail.com • 541.760.9005 • Seattle, WA

Profile

I have extensive leadership experience, beginning as a big-mountain guide helping clients summit the world's highest peaks, and transitioning to managing one of the largest and most renowned guide services during the pandemic. My career has honed my leadership and management skills in both technical big mountain guiding and traditional business environments. I have overseen various technical projects, including the development of a multi-platform registration system, end-to-end payment processing systems, and email migration. As the General Manager of a mid-sized company, I successfully managed day-to-day operations and long-term growth using data-driven metrics. Additionally, I bring leadership experience from Mt. Everest expeditions and have a background in web development from the University of Washington.

Skills

- Leadership - Proven record of effective leadership of a large and diverse staff.
- Data-Driven Decision Making - Leveraged data analysis to optimize processes and improve efficiency.
- Process Development and Automation - Experience implementing processes increasing productivity and satisfaction.
- Project Management - Confident lead on getting projects across the finish line.
- Programming - Advanced knowledge of HTML, CSS, Javascript, React, Node, and other web-based programming languages

Experience

International Mountain Guides/General Manager/Director of Operations
January 2021-Present

- Managed daily operations and a diverse team of 40+ staff, overseeing hiring, training, performance evaluations, and growth opportunities.
- Achieved 20% year-over-year growth through innovative product development and targeted marketing strategies.
- Directed the implementation of comprehensive cybersecurity systems, ensuring PCI-compliant payment processing.
- Leveraged financial data analysis to optimize payment processing systems, enhancing financial efficiency.
- Implemented an innovative pay system, ensuring company-wide compliance with labor laws and improving payroll accuracy.
- Developed a multi-platform customer registration system, enhancing user experience.
- Led the overhaul of the back-end email system, increasing security and enabling CRM integration.
- Provided quantitative performance feedback and clear work expectations, leading a well-rounded team.
- Assisted employees with complex decision-making in high-risk environments.
- Managed the collection and dissemination of sensitive information by the administrative team.
- Developed and implemented Covid-19 policies in collaboration with governmental agencies, physicians, and private industry.
- Ensured compliance with permit regulations while maximizing performance and financial gains.
- Created and executed marketing strategies and content based on user telemetry data.

International Mountain Guides/Senior Supervising Guide, Everest Exped. Team Leader
June 2016-January 2021

- Oversee a small-to-medium-sized staff (2-10) in high-risk scenarios.
- Manage the risk, expectations, and well-being of staff and clientele in hyper objective-based climbing guiding.
- Balance client-facing and staff-facing communication when implementing strategy.
- Assist in high-hazard rescue when required.
- Led over 50 successful summits of peaks around the world, including Mt Rainier, Aconcagua, and Lhotse, among others.

Other Leadership Experience
Crystal Mountain Ski Patrol/Shift Supervisor/ June 2014-January 2019
AIARE/Avalanche Education Course Leader/ November 2017-Present

Technical Education

University of Washington Coding Bootcamp/Web Development Bootcamp
Oct 2022-May 2023

- Attend over 200 hours of lecture teaching the fundamentals of web development.
- Execute a weekly project creating a functional and useable product deployed to the web
- Gain practical familiarity and use of HTML, CSS, JS.
- Practice and deploy using browser-based technologies such as Bootstrap, React, and Jquery.
- Obtain working knowledge of database management using MySQL and MongoDB.
- Gain skills in server-side development and deployment/delivery.
- Utilize sensible and usable API design.

Projects

Client Registration System

- Developed and implemented a multi-platform customer registration system, using AirTable, Docusign and Zapier.
- Implemented code executing a live response view for clientele showing live availability.
- Managed team in build and deployment.

Explosives Data Collection System

- Developed and implemented a collaborative system tracking the usage of explosive ordinance across a 30-person team.
- Managed local storage of CSV and Excel file storage on local system.

Education

University of Washington/Web Development Bootcamp
May 2012 Tacoma, WA

University of Puget Sound/BS Chemistry
May 2023 Seattle, WA