

# Harry Hamlin

## Director of Operations

Harry Hamlin  
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### Profile

Director of Operations with years of success overseeing the operations and staff of a mid-sized (\$5MM/40 employees) company, managing both day-to-day operations and long-term growth. Previous leadership experience on Mt Everest and in other outdoor industry sectors.

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### Experience

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#### **International Mountain Guides/Director of Operations**

January 2021-Present

- Oversee daily operations and manage a multi-leveled and diverse staff.
- Consistently meet and exceed goals, oversee growth of 33% in 2021.
- Coordinate hiring, training, performance evaluation, and growth opportunities for a large (40+) staff.
- Implement and develop a pay structure designed to encourage results-oriented work and professional development, resulting in a measurable increase of workplace satisfaction.
- Implement a multi-platform customer data collection system, using AirTable, Docusign and Zapier, leading to a measurable increase in customer satisfaction.
- Lead a team in overhauling our back-end email system leading to a higher degree of security and allowing for the implementation of a CRM system.
- Level set career expectations to massive company change
- Lead a well-rounded team by facilitating clear and present communication, through quantitative performance feedback and outlining clear expectations of work duties.
- Implement a complex feedback system for staff performance targets.
- Manage an administrative team collecting sensitive information and oversee dissemination to staff.
- Work closely with governmental agencies, physicians, and private industry writing and implementing dynamic Covid-19 policies.
- Work closely with governmental agencies in operating within permit boundaries while still maximizing performance and financial outcomes.
- Create and execute marketing strategy and content.
- Oversee the growth and implementation of retail strategy, including buying.

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#### **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.

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#### **Other Leadership Experience**

**Crystal Mountain Ski Patrol/Shift Supervisor/** June 2014-January 2019

**AIARE/Avalanche Education Course Leader/** November 2017-Present

**Seattle Bouldering Project/Programs Manager/** April 2014-November 2014

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### Education

University of Puget Sound/BS Chemistry  
May 2012 Tacoma, WA

