

IAN NATER

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SUMMARY

I am a highly detail-oriented individual who enjoys identifying problems and implementing teams and processes to overcome them. I have a deep understanding of the coffee industry, tech industry, service operations, customer service, manufacturing, supply chain, and product development. I have spent the last eight years helping take an idea from a garage through the prototype stages and to a scaled operation in four cities. I am looking for the next opportunity to work with and lead a team that drives the development of innovative and world-class products.

WORK EXPERIENCE

Briggo Inc. – Sr. Retail Operations Manager

2018 – 6/2020

- Led development, build, installation and maintenance of Coffee Haus recognized as best in industry. Included managing multiple installations and working cross-functionally with all Briggo organizations as well as external vendors and consumers. Researched and assessed risk areas and consumer trends to ensure successful launch.
- Road-mapped software improvements and headcount to prepare for 10x growth. Included working closely with leadership, creating, presenting, defending and executing successful business plans.
- Led software side of transition of manufacturing operation to Foxconn Manufacturing. Included travel to Wisconsin to observe, learn and adapt Foxconn set-up process for building, tuning, and auditing initial systems to Briggo product development.
- Worked with Foxconn's AI team to develop an AI program that will predict when machines will run out of product and schedule restocks. This is a critical tool to helping operations scale and allowing for the franchise model to work for our business.
- Managed our operations center with seven direct reports. Back-up manager for our service team when service manager was out.
- Built Briggo 24/7 Coffee Haus Operations Center from ground up. Included creating process, interviewing, hiring and training new employees, and developing custom software to allow the organization to scale.
- Drove operational efficiency by reducing the system's calibration time. Decreased time from four hours to thirty minutes by developing and implementing a method that was more efficient and mitigated errors.
- Was responsible for ensuring all software releases were tested properly in our QA and Beta environments before being released to our customers. Would lead the creation and execution of testing using tools like Testpad. Once the release was ready, I presented our testing to leadership and got signoff approval for release.

Briggo Inc. – Retail Operations Manager

2016-2018

- Led Retail Operations meetings where I reported to the executive team on the health of the business and operations. Covered my orgs KPIs as well as the P&L we impacted.
- Scaled global operations by leading a product implementation trip to Dubai. Completed a high-profile installation for the Crown Prince (CP). Executed multiple demos for the CP and his business partners including Novak Djokovic. Managed cross-cultural communications to train the CP staff on servicing and restocking the Coffee Haus, so they could independently run the Haus.
- Planned and ran daily company operations. Included managing the customer service team, restocking team and service team. Responsible for maintaining 99% uptime across the fleet while driving restock time, service visits and waste down.

Briggo Inc. – Service, Restocking and Customer Service Manager

2014-2016

- Built multiple organizations by developing trainings, documenting processes, and hiring employees.
- Managed three teams within the organization to ensure we were hitting our KPI's.
- Pitched and implemented Salesforce to improve our customer service and allow us to create cases, track customer issues, and respond to customers in an organized and timely manner.
- Created programs for our customer service team to run while onsite. Resulted in increased sales and customer acquisition.

Briggo Inc. – Service, Restocking and Customer Service Tech

2012-2014

- Built the second generation Briggo Coffee Haus. Involved reading technical drawings, wiring the electrical, and fabricating pieces.
- Worked a 24/7 oncall schedule where I took customer calls, fixed machines remotely, and dispatched team if remote failed.
- Worked with engineering on pain points of the second generation Haus from a restocking and servicing perspective. Took feedback and mapped improvements for third generation Haus.

Mueller Motorsports – Professional Race Driver

2012

- Finished 24 Hours of Dayton leading a team of five.
- Maintained professional image while doing interviews and press obligations over the course of the race and race week.
- Youngest driver at the time to complete 24 Hours of Daytona.
- Continue to coach professionally at COTA events.

EDUCATION:**Southwestern University Georgetown, Texas**

2011-2012

- Completed Freshman year before pursuing a career at Briggo Coffee Inc.

UT Austin Coding Boot Camp

7/2020-1/2021

- In a six month full stack development boot camp where we are learning HTML, CSS, JavaScript, MongoDB, jQuery and more.
- As of August, I have learned HTML, CSS, and JavaScript.