

OPERATIONS MANAGER & EOS INTEGRATOR

Professional Summary

Results-oriented business leader with more than 3 years of experience in day-to-day business operations management. Effective liaison to key clients, accounts and external business stakeholders. Leverage trends across industries and markets to derive solutions and approaches focused on creating value for customers and profitability for company. Streamlines processes for efficiency and productivity.

Skills

- Administrative Management
- Cost Reduction
- Customer Service Management
- Financial Statement Review
- Data Analysis
- Business Forecasting
- Presentation Development and Delivery
- Business Leadership
- Verbal and Written Communication
- Human Resources Oversight
- Systems: Hubspot, Hootsuite, Workamajig, Ninety.io, Slack, Microsoft 365, Google Suite

Work History

December 2020 - Current Operations Manager & EOS Integrator | Magnitude Software | Remote , OR

- Senior Project Manager duties plus the below:
- Lead Level 10 - EOS Leadership and Data meetings
- Manage company finances and annual budgets.
- Provide guidance, directives, and defined goals for data team, communications team, and managing partner of OH Predictive Insights.
- Manage data, sales, and HR system documentation.
- Development and implementation of new business programs, which led to more services/products and stable revenue.
- Led team in creation and expansion of cloud database.
- Trained management team and new employees.
- Serve as escalation point for internal resources and clients.
- Perform cost analysis for new positions/ new hires.
- Advanced productivity KPIs by leading trainings on processes.
- Reduced operational risks while organizing data to forecast performance trends.

February 2019 - December 2020 Senior Project Manager & EOS Integrator | OH Predictive Insights | City , STATE

- Project Management Duties plus the below
- Lead Level 10 - EOS Leadership and Data meetings.
- Manage company finances and annual budgets.
- Provide guidance, directives, and defined goals for data team, communications team, and managing partner of OH Predictive Insights.
- Manage data, sales, and HR system documentation.
- Development and implementation of new business programs, which led to more services/products and stable revenue.
- Led team in creation and expansion of cloud database.
- Trained management team and new employees.
- Served as the escalation point for internal resources and clients.
- Perform cost analysis for new positions/ new hires, with the implementation and creation of systems and processes, we were able to see 105% growth in projects.
- Launched and implemented company's workflow management system, Workamajig, to increase project efficiencies by 60%.
- Boosted team utilization rate by 35% by introducing cross-training of analysts and project assistants.
- Led company through implementing the EOS system, including leadership initiatives such as 555 meetings, accountability charts, and other tools in the EOS toolbox.

March 2018 - February 2019 Project Manager | OH Predictive Insights | City , STATE

- Design and communicate project requirements.
- Remain focused on objectives and responsibilities in an ever-changing and flexible work environment.
- Develop and coordinate project schedules.
- Managed company client portfolios with over 50 clients.
- Providing updates as project milestones approach, are met, and are completed.
- Build and provide clients with Gantt charts for all projects upon request.
- Collaborate with data analysts on schedules, project tasks and assist in report writing.
- Facilitate qualitative research projects and build client reports
- Create and successfully sent press releases and marketing materials via email.
- Manage Payroll, bookkeeping, and finance management for the company.
- Eliminated discrepancies in progress by reviewing performance, spend, and timeline.
- Oversaw high-profile over 100 projects by planning, designing, and scheduling phases.
- Maintained open communication by presenting regular updates on project status to customers.
- Sourced, vetted, and managed over 20 vendors needed to accomplish project goals.
- Managed hiring and training of 8 team members in various departments.

- Managed social media platforms such as LinkedIn and Twitter.

Accomplishments

- From 2018 to 2019, with the implementation and creation of systems and processes, we were able to see a 105% growth in projects. Growth continued from 2019 to 2020 by 24%, and from 2020 to 2021, we are estimated to see a 29% increase in project growth.
- Launched and implemented the company's workflow management system, Workamajig, to increase project efficiencies by 60%. Boosted team utilization rate by 35% by introducing cross-training of analysts and project assistants.
- Led the company through implementing the EOS system, including leadership initiatives such as 555 meetings, accountability charts, and other tools in the EOS toolbox.
- With the assistance of the team, developed an extensive company process book, digital file system, company handbooks, and new team member training videos for systems and niche processes.

Education

2019 Certificate in Data Analytics and Visualization University of Arizona , City , State

2017 B.S : Political Science Oklahoma Christian University , City , State

- Cum Laude
- Member of Theta Theta Theta
- Member of Pi Sigma Alpha
- NCAA II Cheerleader

Affiliations

Member of Female Integrator Master Group

Integrator Community

Greater Phoenix Chamber of Commerce

Additional Information

â— Systems: Hubspot, Hootsuite, Workamajig, Ninety.io, Slack, Microsoft 365, Google Suite