

Kari Light

Buda, TX | 365atw@gmail.com | (512) 739-7668 | #readytowork

Service-Driven Leadership | Extensive Remote Experience

Business Operations | P&L/Budgeting | Policies/Procedures | Workflow Planning | Marketing/Promotions

Proven success leading teams, companies, and projects ranging from normal day-to-day to crisis-level operations. Highly skilled at supervising, motivating, and training employees; responsibly managing resources based on current and future market trends; and creating solutions and strategies to drive bottom-line performance.

Core Competencies:

Strategic Planning | Account Management | Traditional/Digital Marketing | Staff Training/Development
B2B Sales | Logistics | Emergency Management | Process Improvement | Local/Remote Team Leadership
High-Impact Presentations | Public Relations | Fundraising | Branding | Project Management

Technical Skills:

WordPress | MS Office | Typing 70 wpm/90-100% accuracy | Blogging | Zello

Professional Experience

DIAMOND AUTOMOTIVE, Kyle, TX | 2015 to 2020

(A family-owned, reputable repair facility)

Owner/CEO

Oversaw all strategic planning and execution of HR, marketing, and administration duties.

Immediate Actions:

- Established Covid-19 policies and protocols; registered with the state as an essential business and registered all employees for essential travel.
- Analyzed and executed immediate budget adjustments to accommodate local/state guidelines, unexpected expenses, drastic loss of incoming revenue, staff reduction/retention, as well as vendor and customer support services.
- Negotiated all accounts payable for better terms and payment dates.
- Adjusted business hours based on reduction of staff and sales revenue.

Success Stories:

- Increased sales between 200-400% from 2015-2019.
- Aggressively solicited customer and employee feedback to reinforce safe working conditions and consistently gauge quality of service delivery.
- Elevated service writing to a remote position; designed system and trained employee to handle all aspects of the job, requiring intensive oversight, checks and balances, and buy-in from all staff members. Improved overall capabilities involving remote diagnostics, parts location, customer retention, camaraderie, and sales.
- Reduced overhead and pursued previously written estimates to drive revenue generation, allowing company to remain open with high customer satisfaction and steadily rising sales.

PREVIOUS:

- Worked remotely during Hurricane Harvey as a Dispatcher, Crew Leader, and Command Post Leader for a volunteer emergency search and rescue organization; trained others to work remotely while adding new efficiency tools.
- Two years as an independent home healthcare contractor/Certified Nursing Assistant.
- Managed 30-35 subcontractors across three states handling quick disposition of Bank of America foreclosure properties; consistently met 24-48-hour turnaround times with 95-100% accuracy.
- A former Realtor and Mortgage Broker; successful in both sales and customer service.

Education

- General Education Courses | Austin Community College District, Austin, TX
- Vocational Training | Contracts, Sales, Marketing, & Real Estate Law | Champion School of Real Estate, Houston, TX