

Sierra Flores

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Operations and process leader with 6+ years of experience in operations, project and data management, and biotech research. Proven success implementing systems to scale operations by 10x and streamline cross-functional collaboration.

AREAS OF EXPERTISE

Product & Operational Strategy

Roadmap Planning | Insight Synthesis | Stakeholder Alignment | KPI Tracking | Change Management | Risk Management

Data Analysis & Systems

Python | SQL | Metabase | Machine Learning | APIs | Advanced Excel and Google Sheets | Smartsheet | Tableau
Figma | Dashboard Creation | Jira | Asana | GitHub | Documentation Systems (Notion, Confluence, LIMS/ELN)

Communication & Leadership

Cross-Functional Collaboration | Executive Communication | Training & Onboarding | Escalation Management

PROFESSIONAL EXPERIENCE

Confidence Systems

B2B SaaS startup focused on documentation and process improvement consulting for FinTech and Data clients

Delivery Team Lead | October 2025 – Present Remote

- Promoted to lead and coach a team of four Process Engineers, overseeing delivery quality and performance across 12 enterprise accounts; team has maintained a 100% on-time delivery rate.
- Collaborate with Engineering to design custom automation solutions (APIs, AI Agents, RPA, OCR) for enterprise clients, reducing manual work by up to 100%.
- Developed knowledge-sharing materials that improved consistency across project delivery and client communications, decreasing deliverable QA time by up to 30%.

Senior Process Engineer | June 2025 – September 2025 Remote

- Facilitated process redesign sessions with cross-functional teams to produce future-state process requirements.
- Partnered with internal Product team to design custom product demos in Figma, receive user feedback, and influence product roadmap.
- Synthesized insights across 11 business units and presented recommendations weekly to executive stakeholders (e.g., Head of Technology Operations, Head of Legal) to influence resourcing and system investment decisions.
- Built operational dashboards and process transparency artifacts, reducing client cycle times by 30–40% and informing a \$400k platform expansion opportunity.

Process Engineer | February 2025 – May 2025 Remote

- Conducted interviews across 4 global teams to map workflows, collect process metrics, identify friction points, and formalize cross-team handoffs; analyzed metrics to propose process improvements.
- Digitized critical documentation for a regulatory team eliminating the need for physical paperwork and streamlining audit compliance (SEC and FINRA); success led to 2 new SOWs expanding the project scope.
- Designed dynamic forms to capture execution parameters, improving process traceability and audit readiness.

Professional Development

Dallas, TX

Entrepreneurial & Technical Training | May 2024 – January 2025

- Completed courses in Python and Machine Learning; built and launched a personal website.
- Completed Y Combinator's Startup School curriculum.

Sound Agriculture

AgTech Biotechnology startup focused on sustainability and epigenetics

Process Engineer I | July 2022 – April 2024 Remote

- Built an execution and tracking system using Asana and Smartsheet to scale research operations 10x, enabling continuous collaboration across R&D, Ops, and leadership.

- Led enterprise rollout of an ELN/LIMS platform, authoring a 200+ page product manual and developing multi-team training programs.
- Leveraged SQL to surface insights for Product and R&D teams, enabling data-driven decisions on ELN/LIMS feature adoption and workflow optimization.
- Created KPI dashboards to surface insights, enabling clear visibility into 20 months of research trends for staff and leadership; informed strategy and resource planning conversations.

Research Associate I | June 2021 – July 2022

Emeryville, CA

- Optimized sample preparation protocols, cutting RNA loss by up to 75% and improving data reliability.
- Led experimental design and execution to modify trait expression in 7+ crop species, supporting key R&D goals.
- Partnered with growers at 3 external organizations to accelerate product development and advance genetic research.
- Uncovered major operational inefficiencies and proposed a strategic solution, prompting leadership to create the company's first Process Engineer role.

Quansys Biosciences

Biotechnology company designing and producing medical assays for biomarker quantification

Research and Development Technician | February 2019 – May 2021

Logan, UT

- Led QMS implementation and staff training to meet GLP, GMP, ISO 13485, and ISO 9001 standards, resulting in 2 successful audits.
- Managed development of 12+ multiplex Enzyme-Linked Immunosorbent Assays (ELISAs) for 6 clients, validating up to 13 biomarkers per assay to meet QC and client standards.

EDUCATION, LICENSURE, & CERTIFICATIONS

Utah State University

May 2021

B.S. Biological Engineering, Entrepreneurship Minor | GPA: 3.97

Logan, UT

- Undergraduate Research Fellow
- Graduated *summa cum laude* with Honors

Fundamentals of Engineering Exam, Other Disciplines

September 2020

Engineer in Training (EIT) License