Sierra Flores

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Strategic Operation and Program Leader with 6+ years of experience partnering with executives to drive high-impact initiatives and scale processes in fast-growing, high-volume organizations. Skilled at translating strategy into actionable programs, coordinating cross-functional teams, and delivering measurable outcomes in dynamic startup environments.

AREAS OF EXPERTISE

Product & Operational Strategy

Roadmap Planning | Insight Synthesis | Stakeholder Alignment | KPI Tracking | Change Management | ROI Analysis

Data Analysis & Systems

Python | SQL | Machine Learning | APIs | Flask | Advanced Excel and Google Sheets | Basic AWS | R
Dashboard Creation | Smartsheet | Tableau | Jira | GitHub | Documentation Systems (Notion, Confluence, LIMS/ELN)

Enablement & Communication

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

PROFESSIONAL EXPERIENCE

Confidence Systems (SaaS Startup)

Delivery Team Lead | October 2025 – Present   Remote
- Promoted to lead and coach a team of four Process Engineers; team has maintained a 100% on-time delivery rate.
- Partner with product and delivery leads to prioritize roadmap needs across 10 enterprise accounts, ensuring alignment and clear execution plans.
- Stepped in to stabilize a Fortune 500 client project, managing executive communication, reestablishing timelines, and aligning strategy to bring the engagement back on track.
- 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 maps and requirements.
- 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.
- Spearheaded training improvements, reducing new hire ramp-up time by 50% and increasing team productivity.

Process Engineer | February 2025 – May 2025   Remote
- Conducted interviews across 4 global teams to map workflows, identify friction points, and formalize cross-team handoffs.
- Digitized critical documentation for a regulatory team, eliminating the need for physical paperwork and streamlining audit compliance; success led to a new SOW 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; connected with a cofounder and began developing a women's health app venture.

Sound Agriculture (AgTech Startup)

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
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**
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