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Strategy & Operations Leader

Summary

Strategic Operations Leader with 10+ years driving cross-functional execution across diverse environments, ranging from agile 50-person nonprofits to global 10,000-employee B2B gaming enterprises. Uniquely equipped to navigate the entire operational spectrum. Seamlessly shifts from aligning C-suite leadership on multi-year strategic roadmaps to managing quarterly execution, foundational office operations, and accounts payable. Known for turning complexity into clarity and delivering measurable business outcomes. Energized by leveraging artificial intelligence, developing independent organizational tools, and executing with speed and precision in dynamic environments.

Selected Professional Highlights

- **AI-Enabled Knowledge & Execution:** Piloted and deployed AI capabilities in Quantive and built an internal AI Q&A bot with Microsoft Power Virtual Agents to enable employee self-service, faster onboarding, and fewer ad-hoc support requests.
- **Agile Release Optimization:** In an FDA-regulated setting, reduced software release cycles by 60% (3 months → 1.2 months) across 21 releases by leading an Agile transformation.
- **Enterprise OKR Program:** Implemented OKRs for 800+ employees and contractors across all business units, increasing visibility, accountability, and execution clarity.
- **Integrated Executive Dashboards:** Connected Jira, Trello, Microsoft Lists, and Salesforce data into Quantive, enabling near real-time visibility into strategic priorities and facilitating faster executive decisions.

Independent Technical Projects

- **AI-Powered Workflow Automation:** Developed a lightweight activity logger using Claude Code, integrating Slack, Claude, and Google Sheets APIs to streamline complex administrative routines. Designed the tool with AI-driven data extraction, OAuth authentication management, persistent state tracking, and a cron-scheduled CLI.
- **Financial Analysis Application:** Created a custom app to scan the S&P 500 to identify and track options trading opportunities. Designed the tool to evaluate premium yields for strategies including cash-secured puts and covered calls, parsing live market data into a centralized dashboard to accelerate trade execution.
- **Web-Based Terminal Interface:** Built an interactive, command-line web application featuring functional terminal inputs. The interface processes typed commands, built as an independent exercise in developing text-based web interfaces.
- **Tech Experimentation:** Continuously learning by testing new AI platforms for multimodal content creation and web deployment. Gained hands-on experience through personal projects using Nano Banana for image generation, ElevenLabs for audio synthesis, Elai AI avatars, and GoDaddy site architecture.

Core Competencies

Strategic Planning & Execution | Executive Decision Support | Cross-Functional Leadership | Change & Transformation Management | Stakeholder Engagement | AI & Automation | Organizational Development | Financial Planning & Budget Management | Vendor & Contract Negotiation | Enterprise Program Management | Data Analysis & Insight Generation | Logistics & Event Operations

Professional Experience

Dynatrace, Mountain View, CA | 2024 – 2025

(NYSE: DT) – \$14B+ market cap, software intelligence company, and global leader in AI-powered observability, serving thousands of enterprise customers with automated full-stack monitoring (5,000+ employees).

Lead Executive Administrator

- Proactively audited vendor contracts and corrected misallocated departmental charges, eliminating overlaps and optimizing budget utilization to deliver \$450K in annual savings.
- Planned and delivered four global employee kickoffs across NORAM, EMEA, and APAC for 400+ attendees owned global content and decisions, coordinated location-based admins, and managed \$550K in budgets.
- Designed an Executive Sponsorship Program for 385 enterprise accounts, including account mapping, executive–customer pairings, and engagement playbooks to strengthen strategic relationships.
- Led the global administrative team for the Customer Success & Renewals business unit, setting priorities, creating SOPs and templates, and aligning support to meet business objectives.
- Rebuilt 80+ critical Microsoft Azure distribution lists using standardized syntax rules, restoring accurate, up-to-date membership for essential communications, and integrated select global and regional lists with Slack to create channels that improved visibility and streamlined collaboration.

IGT, San Francisco, CA | 2022 – 2024

(NYSE: IGT) – PlayDigital is the gaming and sports betting division of IGT once valued at \$6B+ market cap, part of a gaming enterprise, delivering award-winning iGaming, digital lottery, and sports betting platforms across 100+ regulated markets (10,000+ employees).

Chief of Staff

- Implemented a company-wide OKR program for 800+ employees, achieving 91% alignment in 6 months through a centralized SharePoint site, group training, targeted 1:1 sessions with 87 managers, and ongoing office hours, led 21 OKR Champions to embed OKRs into daily operations and sustain adoption.
- Partnered with the CEO and executives to translate multi-year strategy into quarterly execution, driving cross-functional accountability and alignment on top priorities.
- Piloted and implemented AI-driven product capabilities in Quantive, streamlining OKR tracking and reporting to improve output quality and reduce delivery timelines.
- Integrated Jira, Trello, Microsoft Lists, and other data sources into Quantive, designed executive dashboards consolidating multi-system data to deliver real-time visibility into strategic progress for leadership.
- Built an internal AI Q&A bot (Microsoft Power Virtual Agents) to provide on-demand onboarding, knowledge access, and common inquiry support, reducing ad-hoc requests and accelerating employee ramp-up.
- Increased program adoption and engagement while reducing meeting complexity by 30% through survey-driven improvements, refined messaging, and fostering a culture of continuous improvement.

Pear Therapeutics, San Francisco, CA | 2019 – 2022

(NASDAQ: PEAR) – High-growth digital health startup once valued at \$1.6B+ market cap, pioneered the world's first FDA-authorized prescription digital therapeutics (reSET® and Somryst®), scaled operations to merge biotech with software, creating valued therapeutic assets later acquired (200+ employees).

Technical Program Manager

- Led strategic product development for Somryst, the first FDA-authorized prescription digital therapeutic for chronic insomnia, cutting release cycles by 60% (3 months → 1.2 months) across 21 releases.
- Spearheaded an Agile/Scrum transformation across 8 cross-functional teams and served as Scrum Master to facilitate ceremonies, remove impediments, and improve delivery predictability.

- Enabled executive decision-making by unifying product, regulatory, and design data into actionable delivery scenarios, accelerating go/no-go calls and resource allocation.
- Designed and implemented a Smartsheet-based release timeline tool illustrating time/cost/scope tradeoffs, adopted across 90% of company products.
- Directed risk assessment, dependency management, and regulatory readiness across engineering, clinical, design, commercial, and legal functions to ensure FDA compliance.

Executive Assistant

- Directed the first end-to-end digital dispensing of a prescription digital therapeutic, managing technical integration with an external partner from physician consultation through prescription fulfillment.
- Established a standardized document management system in accordance with security guidelines and led procurement processes for engineering and product teams.
- Founded the Patient Advocacy Council and led the Employee Engagement Council during COVID-19, implementing 14 new initiatives and supporting 9 programs to strengthen patient voice, team cohesion, and productivity.
- Provided executive support to the VP of Engineering, VP of Product, and VP of Portfolio, serving as the primary liaison for cross-functional alignment, external partner coordination, and executive-level communications.
- Supervised logistics for offsites, in-office events, and remote hackathons and developed career ladders and communication materials to support professional growth.

Students Rising Above, San Francisco, CA | 2017 – 2021

Bay Area nonprofit supporting 2,000+ low-income, first-generation students, achieved a 90% college graduation rate (10+ employees and 50+ advisors)

Development Associate

- Partnered with the Development Director to scale fundraising from \$3.5M to \$10.8M by securing corporate sponsors, expanding donor relationships, and increasing grant revenue.
- Directed the \$1M annual gala for 500+ guests, managing 50+ staff/volunteers, implementing GreaterGiving for event management, and cutting post-event reconciliation from two weeks to two days.
- Managed and mentored a development intern, delegating core tasks and providing technical guidance to ensure all deliverables adhered to project standards and industry best practices.
- Led three major fundraising programs, the Rising Scholar program, annual gift campaign, and back-to-school campaign, cultivating new donors and strengthening retention among existing supporters.
- Implemented an integrated technology stack (GreaterGiving, Concur, DocuSign, eVoice) that reduced employee reimbursement processing time from 3 months to 1 month and decreased accounting resource needs by 80%.
- Leveraged Salesforce CRM to streamline donor communications, track engagement, and generate comprehensive fundraising performance reports for senior leadership.

Executive Assistant

- Provided strategic advisory support to the CEO and 18-member Board of Directors, prioritizing donor meetings and maximizing fundraising opportunities.
- Served as a proactive strategic partner, anticipating challenges, offering solutions, and providing analysis to support informed executive decision-making.
- Orchestrated board governance for quarterly meetings, including agenda preparation, meeting coordination, minute recording, and action item tracking.
- Crafted clear, concise communication materials for internal and external stakeholders, enhancing transparency, trust, and engagement.

- Managed all incoming stakeholder requests via website, phone, and mail channels, ensuring timely responses and accurate routing.

Collete & Career Advisor (Part-Time)

- College admissions advising, guided students through the college admissions process, financial aid submission, and scholarship requirements.
- Student support, served as a mentor and advocate for students, providing socio-emotional support and individualized action plans.

Selected Earlier Career

- Always Best Care, Roseville, CA | 2016–2017 — Marketing Coordinator: Managed and trained two program representatives during the relaunch of the Always in Touch program and ran community campaigns, and produced KPI reports (SEO, ROI, call center).
- MassMutual, Walnut Creek, CA | 2014-2015 — Marketing & Operations Specialist: Managed brand ambassador and co-op marketing budgets for 100+ advisors, oversaw A/P, A/R, payroll, cash flow reporting, and day-to-day operations across 4 offices.
- WORLD PAC, Newark, CA | 2010-2014 — Marketing Specialist, Credit Administrator, Marketing Program Administrator: Ran national incentives and tradeshow (up to 2,000+ attendees), coordinated supplier marketing programs, administered S-Dial advertising, driving income growth of 175%+, managed credit operations, and new customer onboarding.
- Kimber Hills Academy, Fremont, CA | 2009-2010 — Accounting Assistant: Full-cycle A/P, vendor relations, petty cash controls, and 1099 support, and introduced stronger internal controls for reimbursements.

Board & Community Leadership

Board of Directors, Alumni Association, California State University, East Bay | 2021 – 2025

President: 2023 – 2023 | President-Elect: 2021 – 2023 | Board Member: 2020 – 2021

- Led governance, strategic planning, and alumni engagement for a 130K+ member network, partnering with university leadership to expand mentorship programs, launch alumni awards, and increase fundraising capacity.
- Oversaw board operations, budget planning, and partner negotiations, streamlining meeting structures and operational processes for greater efficiency.
- Represented the alumni body at high-visibility events, including university functions, community gatherings, and public speaking engagements to strengthen alumni–student relations.
- Profiles & Contributions
 - Featured in CSUEB Alumni Spotlight — California State University, East Bay
 - Quoted in Women’s History Month profile article — California State University, East Bay
 - Facilitator, Women on the Rise: Building Your Legacy series — California State University, East Bay
 - Recognized in alumni communications during Lifetime Alumni Member Appreciation events — California State University, East Bay

Board of Directors, Educational Foundation, California State University, East Bay | 2023 –2025

Ex-Officio Trustee: 2023 – 2025

- Acted as liaison between the Alumni Association and Educational Foundation Board, aligning philanthropic priorities and advancing joint strategic initiatives.

Child Advocates of Contra Costa County | 2018 – 2021

Team Lead: 2020 – 2021 | Court Appointed Special Advocate (CASA): 2018 –2021

- Appointed by a juvenile court judge after completion of extensive pre-service training, screening, and background checks, served as an Officer of the Court advocating for foster youth in legal proceedings.
- Represented the best interests of youth in court, ensuring educational, health, safety, and community resource needs were addressed in legal decisions.
- Led a team of volunteer advocates, coordinating casework, peer support, and guidance to consistently advance the best interests of children in care.

Education, Research, and Honors

Education

- Master of Business Administration (MBA) — Eastern New Mexico University (2022)
- Bachelor of Science (B.S.), Business Administration — California State University, East Bay (2008)

Honors & Distinctions

- Outstanding Academic Achievement — Delta Mu Delta International Honor Society in Business (2022) | Top 20% of MBA class
- Highest Honors — The Honor Society (2021) | GPA 3.8+
- SCLA Distinguished Scholar — Sigma Alpha Pi (2020) | GPA 3.7+

Selected Graduate Projects

- Statistical Analysis (Youth Unemployment): Designed a quantitative hypothesis test using OECD data to model the disproportionate economic impact of COVID-19 on youth populations. Applied z-tests and regression analysis to identify significant demographic trends.
- Financial Modeling (Xcel Energy): Built a 10-year revenue forecast and valuation model using Free Cash Flow (FCF) and WACC analysis to assess operational health and recommend strategic investments.

Graduate Research Experience — Eastern New Mexico University | 2021 – 2022

- Designed and implemented a university-wide survey on distance learning/online environments and synthesized results in PowerPoint for academic dissemination (Advisor: Dr. Mark Viner).
- Conducted literature review on the benefits of continuing education/professional development for practicing teachers (Advisor: Dr. Rebecca Davis).
- Compiled annotated bibliographies and organized the Education Department Research Assistance Group Notebook and conducted literature reviews and documented methodology in a shared digital notebook (Education Department).
- Hosted virtual office hours to support faculty and student research collaboration, tutored and advised students online via chat, forums, and video.

Tools & Platforms

- CRM & Database: Salesforce, HubSpot, Microsoft Access, GreaterGiving, Concur, DocuSign, QuickBooks, Blackbaud Financial Edge.
- Automation & Low-Code: Microsoft Power Automate, Power Virtual Agents, Microsoft Lists, SharePoint.
- AI & Development: Claude Code, Generative AI Prompting, Cursor, Lovable, Bold, GoDaddy Website Builder, WordPress, Microsoft Forms, Google Forms, Nano Banana, ElevenLabs.

- Project Management & Docs: Jira, Confluence, Smartsheet, Notion, Trello, Microsoft OneNote, Google Docs.
- Analysis & Strategy: Power BI, Workboard, Microsoft Excel, SurveyMonkey, Google Sheets, Tableau, Miro.
- Communication & Collaboration: Zoom (Webinar, Enterprise Admin), Microsoft Teams, Slack,
- Google Workspace, Loom, Fathom, Granola.
- Design & Whiteboarding: Canva, Figma, Mural, Xmind, Microsoft Whiteboard.

Certifications & Professional Development

- Certified ScrumMaster (CSM) — Scrum Alliance
- Six Sigma White Belt — Six Sigma Global Institute
- DeepLearning.AI (via Coursera) — Generative AI for Everyone (Instructor: Andrew Ng)
- Udemy: Medical Device Risk Management, Health Data 101, Introduction to Programming, Continuous Integration for Beginners, DevOps / CI/CD, Applied ISO 14971, Master Cognitive Biases and Improve Your Critical Thinking, Emotional Intelligence at Work
- Harvard ManageMentor — Strategic Thinking, Change Management, Leading People, and Innovation Implementation