

Maximizing Business Value | Leading High Performing Teams**- CORE COMPETENCIES -**

- Motivational Leadership
- Labor Laws Compliancy
- Interpersonal Communications
- Benefits Management
- Strategic Planning
- Recruiting, Hiring and Retention
- Corporate Culture
- Project Management
- Resource Budgeting / Planning
- Employee Engagement and Culture
- Financial Understanding
- Onboarding/Training/Development

- PROFESSIONAL EXPERIENCE -**Lucky Dog Coffee – Dog-friendly coffee shop that provides skills to people with disabilities****Simi Valley, CA****Co-Owner & Operator | January 2019 – Current**

Manage a coffee shop that is ingrained in the community as a dog-friendly place where those with disabilities can gain job and life skills. Work with various local agencies to identify individuals that need training and skills. Perform all business functions including but not limited to management, finance, accounting, human resources, marketing, and information systems.

- Established and launched a thriving coffee shop from concept to execution, leveraging in-depth market research and competitive analysis to identify a strategic location and unique value proposition with **year-over-year growth by at least 137% every year.**
- Cultivated a loyal customer base by curating a diverse menu of high-quality coffee beverages, specialty drinks, breakfast foods, açai bowls, and delectable pastries, catering to diverse tastes and dietary preferences.
- Implemented efficient inventory management and cost control measures, resulting in a **15% reduction in operational expenses** without compromising product quality.
- Recruited, trained, and mentored a team of baristas, instilling a culture of exceptional service and product knowledge that consistently received positive customer feedback and online reviews.
- Pioneered innovative marketing campaigns, including social media promotions, community events, and collaborations with local businesses, leading to a **60% increase in foot traffic and overall sales.**
- Ensured compliance with health and safety regulations, earning the highest inspection ratings, and maintaining a spotless record for cleanliness and sanitation.
- Fostered strong relationships with coffee bean suppliers and negotiated favorable contracts, resulting in improved product consistency and a **20% reduction in coffee bean costs.**
- Led renovations and interior design updates, creating an inviting and aesthetically pleasing environment that enhanced customer experience and boosted customer retention.

AllSafe IT – A managed service provider in the SMB space**Los Angeles, CA****Director of Human Resources | May 2021 – December 2022**

Manage the company's growth in a strategic and thoughtful manner, rewriting SOPs, policies, procedures, agreements, and financial models. Responsible for recruitment, hiring, training and retainment of employees, as well as tool selection. Play a critical role in building and sustaining positive employee engagement through effective and efficient resolution of employee concerns, performance management, and other day-to-day people-related activities.

- Spearheaded company **growth by over 30% within six months** by creating and building out a Learning Management System (LMS), enhancing employee training and development.
- Implemented a **100% state-compliant retirement program**, ensuring legal compliance and enhancing employee benefits.
- Developed and deployed a Volunteer Time Off program, compensating employees for volunteering, which boosted employee engagement and satisfaction.
- **Ensured 100% compliance** with local, state, and federal laws as well as international labor laws for Pakistan, Mexico, and The Philippines.
- Utilized HRIS such as SAP, Toast, Mineral, Rippling, Bamboo, Heartland and others.

Helpdesk Operations Manager | January 2021 – April 2021

Led a global team with data driven decisions that align with business objectives. Provide IT support in an escalation

situation to diffuse and coordinate resolutions. Adeptly leverage support tools, proven processes, and technology to effectively and efficiently provide IT services and solutions.

- Led team to deliver **98% achievement of Service Level Agreements (SLAs)**

Harkham Hillel Hebrew Academy – A Jewish Day School

Beverly Hills, CA.

Director of Information Technology | June 2020 – August 2020

Administered the strategy and execution of IT infrastructure. Managed technical projects and the delivery of networks, development, and disaster recovery systems, processes, and governance.

- **100% converted classrooms** to electronic classrooms for asynchronous and synchronous learning

Career Break – Time Away from Career

Cincinnati, OH – Santa Clarita, CA.

Career Break | April 2017 – June 2020 - Took off time to raise children, including special needs child. Next, I moved to California. Then, I provided palliative care for my father, who died of cancer. Finally, there was a period of bereavement and then Covid disrupted the world.

Microsoft – An American multinational technology conglomerate

Cincinnati, OH

Technical Account Manager | May 2015 – April 2017

Served as an advisor to premier support services clients. Forged strategic relationships with key stakeholders including IT leaders, CTO, CIO, and technology professionals. Justified transformation methods to drive customers to IT evolution while championing productive use of MS products. Surpassed internal metrics and customer quotas for usage and consumption. Assisted with project management on the vendor side to ensure success.

- **\$200,000 in backup and storage costs mitigated** by deploying OneDrive and SharePoint 365 cloud environment in lieu of network storage, onsite software, hardware, and licensing.
- **\$100,000 saved in security support** by leading Windows 10 upgrade projects for a global logistics company and a nationally recognized hospital to enhance security.
- **100% projection and reporting needs met without incident** accomplished despite higher demand for computing resources during the 2016 Election Day results by identifying risks, load testing, and ensuring elevated level of support while sustaining constant communication with the customer.
- **85% adoption rate of the OneDrive program** achieved through consistent communication, training, and documentation for specific stakeholders.

University of Cincinnati – A public university with more than 46,000 students

Cincinnati, OH.

Director of Information Technology, College of Business | August 2000 – April 2014

Led departments in the design and implementation of new information systems. Conducted comprehensive research and analysis to resolve complex problems and amplify IT operations. Prepared and presented reports. Managed the IT staff and performed HR functions such as recruiting, hiring, development plans, performance reviews, and terminations as well as payroll and budget forecasting. Originated technical training programs. Created an environment that fostered growth and phenomenal customer service.

- **\$100,000 in annual revenue spikes**, improved customer service, and enhanced communications obtained through the implementation of a customer relationship management system for cradle-to-grave relationships with students for the graduate program office.
- **Led a \$1.2 million classroom renovation project** including budget and plan development to completion six weeks ahead of deadline and \$100,000 below budget, allowing for a maintenance fund for the facilities.

- EDUCATION & CERTIFICATION -

- **Master of Science in Information Systems (MSIS, 2011), Master of Business Administration (MBA, 2005)** in Management & Information Systems and a **Bachelor of Business Administration (BBA)** in Information Systems & Accounting - University of Cincinnati
- **SHRM-CP certified (2/2023-2/2027)** – Society of Human Resource Managers (SHRM)