

OPERATIONS LEADER & SENIOR DIRECTOR with extensive progressive experience leading substantial expansion within one of the largest United States markets, effectively deploying a blend of hands-on coaching and project stewardship to nurture revolutionary transformations informed by an unparalleled ability to understand and interpret client needs. Talent management lead with a proven ability to mentor cross-functional teams in orchestration of global operational overhauls while safeguarding equitable pay and promotion opportunity. Creative and dynamic problem solver adept at leveraging advanced software tools and platforms to modernize the technical underpinnings of multifaceted organizations.

AREAS OF EXPERTISE

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| ✓ <i>Strategic Implementation</i> | ✓ <i>Operations Leadership</i> | ✓ <i>Cloud Technologies</i> |
| ✓ <i>Release Management</i> | ✓ <i>Business Partnerships</i> | ✓ <i>Culture Building</i> |
| ✓ <i>Client Relations</i> | ✓ <i>Relationship Development</i> | ✓ <i>Digital Transformation</i> |
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SELECT ACHIEVEMENTS

- Managed tiered teams across a portfolio of clients that resulted in \$68.9M of sales.
 - Secured selection as the Senior Director for a Focus Five Account, providing strategic always-on coaching to support account growth; conducted needs-based iterative account planning.
 - Crafted a tiered team to ensure a robust talent pipeline to carry on the explosive growth of Point B, mentoring personnel with hands-on coaching in sales, account operations, and tactical administrative processes to support the second largest market in Chicago.
 - Earned selection to be a sponsor in the Black Indigenous People of Color (BIPOC) Program, accelerating growth opportunities in customer executive roles for associates with a multifaceted six-month pilot program providing mentoring and training.
 - Directed ERP implementations worth hundreds of millions of dollars, collaborating cross-functionally with global teams to augment operations on behalf of clients in need of highly customized solutions; coordinated teams comprised of hundreds of interorganizational contributors.
 - Was bestowed the prestigious Q3 2018 Point B Blue Standard award which recognizes an individual that exemplifies Point B's values through extraordinary leadership.
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PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS

Point B, Inc. – Chicago, IL

2011 – Present

Point B is a Seattle-based management consulting firm providing innovative operational solutions to clients.

Senior Director

Present

- Successfully catalyzed new growth within the Chicago market, overseeing a strategy in support of \$46M and 15% growth goals to expand new and existing clients and maintain a continuous market portfolio; additionally, provided leadership with responsibility for sales, operations, and people management.
- Created and implemented rapid adjustments based on the COVID-19 pandemic, ensuring a plan that could be translated into actionable execution with the integration of new benefits options.
- Intuitively devised a “five-factor approach” to growth steeped in the foundation of extensive research, facilitating market analysis to discover a target-rich environment that illuminated leaders with buying power; finally, mentored teams of individuals to guide accounts through a specific tactical approach.
- Provided invaluable career guidance, coaching, and counselling to 11 direct reports, stimulating continuous advancements in skill, proficiency, and pay to establish eligible promotions.
- Developed and implemented a one-on-one reporting pod structure for 70+ market associates, acting as a key part of the leadership team responsible for market rate increases and promotion decisions.
- Secured invitation to participate in executive workshops, effectively developing Point B brand and value messaging in support of 2023 strategies; successfully re-articulated company offerings and updated the website to showcase capabilities in business units (BUs), services, and growth opportunity.

PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS CONTINUED

Financial Services Portfolio Leader *Senior Associate*

2017 – 2019

2011 – 2017

Assorted Project Roles: Release Manager • Portfolio Manager • Program Manager • Vendor Selection Project Lead

- Led strategic and critical operations for financial services and consulting efforts, upholding service delivery quality for portfolio engagements while managing 33 internal staffers across major accounts.
 - Interfaced with and directed employees working for vendors and clients, often managing upwards of 150 team members for a given project.
 - Conducted essential account management practices, including requests for proposals (RFPs), on-site client meetings, and sales channel pipeline development.
- Spearheaded and commanded sensitive and valuable projects on behalf of clients, directing employees assigned to accounts and guaranteeing that sophisticated solutions were delivered.
 - Performed various account functions, including solution design, release management, software development lifecycle oversight, and quality control (QC) undertakings.
- Drove a major pivot toward cloud-based technologies and services for the company, brokering new relationships with external partners, establishing a comprehensive cloud infrastructure, and developing a holistic client solution to expand service offerings and generate new revenue streams.
 - Generated over \$755K in new cloud-related sales, securing accounts with the new services.
- Expanded the financial services portfolio, boosting year-to-date (YTD) sales revenue to more than \$7M and achieving a 40% increase in sales growth; achieved an operating margin of 54%.
- Managed the release and implementation of a software-as-service (SaaS) platform, plotting and carrying out a long-term release schedule that facilitated a successful program launch and rollout.
- Built a partnership with a reputable staffing agency that helped locate and recruit the talent needed to assemble teams for client solutions, coordinating the requisite departments to enable the collaboration.
 - Bolstered top-line revenue, producing \$266K in sales directly related to the partnership.
- Remediated customer concerns and handled account escalation issues, safeguarding client satisfaction.
- Managed up to five direct reports, conducted employee evaluations, and mentored staffers.

Accenture – Chicago, IL

2004 – 2011

Accenture is a management consulting firm generating \$34.85B in annual revenue, delivering services related to strategy, operations, technology, and operational transformations for a range of distinct clientele.

Senior Manager

- Led the launch of an \$80M, nationwide SAP rollout as part of a global implementation strategy, coordinating cross-functionally with an international array of stakeholders to optimize the platform for regional market characteristics, align processes with strategy, and standardize operations.
 - Responded effectively to external events that impacted the project roadmap.
 - Coordinated with more than 70 teams, including 29 business units.
 - Integrated more than 50 legacy applications into the system.
- Directed teams responsible for a varied number of functions, such as manufacturing and change management; oversaw integrated teams through solution-testing phases.

Previous Experience: **BearingPoint** – Manager • **Arthur Andersen, LLP** – Manager

EDUCATION

Bachelor of Science in Business (BSB), Operations Management: Miami University

TECHNICAL PROFICIENCIES & INDUSTRY EXPERIENCE

SAP • Salesforce • Agile Methodologies • Waterfall Models • SaaS & Cloud Solutions
Financial Services • Telecommunications • Utilities • Federal Services • Consumer Products