

CHRISTOPHER S. LEARY

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SUMMARY

Dynamic professional with over 10+ years of proven expertise in management and leadership. Dedicated to success through leveraging extensive experience in Operations, Customer Service, Dispatch Logistics, Account Management, Sales, Research, and Library Management. Adept at fostering innovation and driving quality to achieve unparalleled results. Helped pioneer a third-party food delivery startup that achieved 1M orders/year, \$50M annual transaction volume, and \$13M annual revenue. Instrumental in the successful sale of Delivery Dudes, facilitating brand and company integration for ASAP. Eager to bring this wealth of experience to contribute to my next organization's short and long-term growth and prosperity.

EXPERIENCE

Gap Year

Career Break

📅 01/2023 - Present 📍 Greater New York Area

Following the achievement of startup success through sale and brand integration, a planned, personal leave was taken to recharge and refocus.

Director of Operations / Dispatch & Support

Waitr Holdings Inc / ASAP

📅 04/2021 - 12/2022 📍 Delray Beach, FL | Lafayette, LA | In-Office & Remote

Assumed full company leadership of Delivery Dudes through brand integration (ASAP), then directed Dispatch & Support focusing on customer service, driver assistance, and dispatch logistics. Managed personnel across multiple states, which included a team of 10 managers and over 200+ employees.

- Boosted Net Promoter Score (NPS) by 20 points through cross-departmental collaboration and feedback loop.
 - Elevated Customer Satisfaction (CSAT) scores by 20% through root cause analysis and focus on standard operating procedures (SOPs).
 - Enhanced dispatching software with technical and user-experience improvements, and raised the acceptance rate by 15%.
 - Appointed to the Leadership Team, contributing to growth strategy initiatives and resulting in a 25% increase in marketing redemptions.
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Director of Operations

Delivery Dudes

📅 04/2019 - 04/2021 📍 Palm Beach, Broward, Miami-Dade, Martin County, FL | In-Office & Remote

Promoted and directed operations including customer service, dispatch logistics, and driver hiring across 10 company offices, oversaw 12 salaried and 90+ hourly staff, and 500+ contract delivery drivers. Led through COVID-19 and the company's eventual acquisition.

- Drove Key Performance Indicators (KPIs) to exceptional levels including 60+ NPS, 4.7 CSAT, and 80% acceptance rate.
 - Created a new customer service and dispatching system, consolidated operations, and realized an annual savings of \$1M+.
 - Applied SMART goal methodology, which increased project efficiency by 10% and an equal decrease in project delivery time.
 - Appointed to the Executive Board, developing strategic plans for the company to increase revenue by 25% and decrease expenses by 40%.
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Regional Manager of Palm Beach

Delivery Dudes

📅 05/2017 - 04/2019 📍 Palm Beach County, FL

Promoted and managed customer service, dispatch logistics, driver hiring, and account management across six different offices, and oversaw eight salaried and 60+ hourly staff, and 300+ contract delivery drivers. Participated in Sales and Account Management.

- Closed 50+ restaurant signings annually, and maintained relationships with restaurant partners at a scale of 500+ with Account Managers.
 - Successfully enforced company-wide policies which resulted in a 15% improvement in operational efficiency.
 - Enforced new metrics that contributed to a 10% reduction in delivery times.
 - Conducted comprehensive field testing for multiple apps, and submitted over 50 bug reports, which aided in achieving a 98% bug-free launch.
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General Manager of Delray East

Delivery Dudes

📅 11/2015 - 05/2017 📍 Delray Beach, FL

Supervised a staff of 13 for customer service, dispatch logistics, and driver hiring. Engaged in Sales & Account Management.

- Orchestrated the recruitment and training of 50 contract delivery drivers, and optimized operational capacity.
- Planned and executed 10 successful community outreach events and fostered brand loyalty.
- Signed 20+ new restaurants, and proficiently engaged a portfolio of 100+ key accounts.
- Implemented quality control measures for delivery, ensuring a consistent experience for 50k orders/month.

EXPERIENCE

Head of Reference & Information Services

Delray Beach Public Library

📅 08/2008 - 11/2015 📍 Delray Beach, FL

Promoted and guided a team of four librarians and 14 volunteers, providing comprehensive Reference, Research, Information, Employment, Technology, and Computer Services to the Adult and Young Adult populations.

- Managed nonfiction and Young Adult budgets equalling \$50k/annually, and ensured resource allocation and achieving collection objectives.
- Facilitated the department in teaching 12 computer and technology classes per week, and connected local career specialists with job seekers.
- Revamped the young adult programming, which produced a 25% increase in young adult engagement and participation.
- Delivered specialized Small Business Research Services, which resulted in a 30% engagement increase from local businesses and entrepreneurs.

Reference Librarian

Delray Beach Public Library

📅 01/2006 - 07/2008 📍 Delray Beach, FL

Provided traditional, email and chat public reference, research and information services, walk-in or by appointment. Specialized in small business, entrepreneurial and legal research.

- Conducted 4 instructional classes per week on basic computing and technology skills, and educated diverse groups of learners.
- Provided training to library patrons on e-book and downloadable media usage, and increased digital circulation by 10% each year.
- Presided over collection development across 5 nonfiction areas, and ensured a well-rounded and up-to-date selection of materials.
- Collaborated in the production of 4 library fundraising videos, and contributed to successful efforts and community engagement.

EDUCATION

Masters, Library & Information Science

University of South Florida

📍 Tampa, FL

- Awarded a Graduate Assistant position where academic reference, instructional, and circulation services to college students, faculty, and the local community were provided.

GPA

3.8 / 4.0

Bachelor of Arts, Liberal Studies & Philosophy

University of Central Florida

📍 Orlando, FL

- Graduated from Burnett Honors College

GPA

3.6 / 4.0

Certificate of Completion

Sunshine State Library Leadership Institute

📍 Florida

SOFTWARE

Asana Slack G Suite PowerBi Excel Microsoft Office Tableau Metabase Notion Jira

Intercom Amazon Connect Retool Kustomer CRM OverDrive Ex Libris Alma

Database Search Engines SirsiDynix Symphony EBSCOhost OCLC Worldshare ILL

SKILLS

Operations Leadership Dispatching Data Analysis Budgeting Customer Service & Support

Project Management Team Building Customer Retention B2C Business Development B2B

Account Management Sales Strategic Planning Training & Development Research

Cross-functional Collaboration Stakeholder Engagement Logistics Library Instruction Reference

Library Management Teaching Collection Development