

BROOKE WENTH

Brooklyn, New York | 256-606-6365 | bwenth@gmail.com | www.linkedin.com/in/brookewenth

SENIOR BUSINESS OPERATIONS LEADER

Business Operations | Organizational Growth | Enterprise Systems | Commercial Operations | Process Improvement | Cross-Functional Leadership

PROFESSIONAL SUMMARY

Senior business operations leader with more than 24 years of experience helping project-based and growing businesses build the structure, systems, processes, and controls required to operate effectively and scale.

Broad leadership background spanning business operations, financial operations, enterprise systems, commercial contracts, process improvement, organizational infrastructure, risk and compliance, human resources administration, client operations, and executive planning.

Helped build the operating infrastructure supporting growth from approximately \$4 million to \$18 million in annual revenue over four years while the organization expanded geographically, added affiliated entities, and established a manufacturing operation.

Known for taking ownership of complicated business issues that cross functional boundaries, connecting financial, operational, commercial, technology, and people considerations, and turning them into workable processes.

CORE EXPERTISE

Business Operations Leadership	Executive Planning and Reporting
Organizational Growth and Scalability	Financial Operations
Cross-Functional Leadership	Revenue and WIP Forecasting
Operational Infrastructure	Operational Risk Management
Process Improvement	Corporate Governance and Compliance
Enterprise Systems Implementation	Multi-State Business Administration
NetSuite Administration and Optimization	Human Resources Administration
Change Management	Policy and Procedure Development
Commercial Operations	Client and Vendor Operations
Contract Negotiation and Administration	Employee Training and Onboarding
Project-Based Business Operations	

PROFESSIONAL EXPERIENCE

drive21, Inc., New York, New York | Supporting projects and clients nationwide

Director of Client Finance | September 2016 to Present

Business Operations, Commercial Strategy, Enterprise Systems, Finance and Executive Planning

Project-based professional services organization serving Fortune 500 companies, commercial real estate developers, architects, designers, general contractors, and other national clients.

- Partner with the CEO, CFO, COO, and other senior leaders on financial, operational, commercial, systems, staffing, risk, and organizational decisions; have served as a member of the company's leadership team for several years.
- Helped build the business infrastructure supporting growth from approximately \$4 million in annual revenue in 2016 to approximately \$18 million by 2020, with current revenue of approximately \$15 million.
- Supported organizational expansion into additional markets, affiliated companies, and a manufacturing division, assuming financial, operational, systems, insurance, HR, and compliance responsibilities across the expanded organization.
- Support an operating environment serving approximately 150 clients and 350 projects annually, with engagements ranging from smaller repeat-client assignments to multimillion-dollar projects exceeding \$10 million.

- Fully own major areas including client and project finance, revenue forecasting and WIP management, commercial and contract administration, enterprise business systems, insurance administration, operational compliance, and client and vendor platforms.
- Provide financial and operational analysis used by executive leadership to evaluate staffing, project risk, cash priorities, pricing, profitability, business systems, organizational structure, and major commercial decisions.
- Led major portions of a four-month companywide NetSuite implementation in 2021, replacing QuickBooks Enterprise and multiple disconnected tracking processes.
- Translated business requirements into NetSuite configurations and workflows; led internal data migration, testing, issue resolution, user support, training, and continued system development following launch.
- Implemented and integrated BILL, Emburse, and Avalara with NetSuite to centralize project and financial information, automate routine processes, improve reporting, strengthen controls, and reduce duplicate data entry.
- Conservatively estimate that the integrated systems environment saves approximately 10–20 employee hours per week while improving consistency and visibility across project setup, job costing, billing, AP, expenses, sales tax, WIP, forecasting, and reporting.
- Designed the business requirements for an integrated purchase-order workflow connecting NetSuite and BILL for the manufacturing operation, creating visibility into committed project costs and moving invoice approval toward an exception-based process.
- Support approximately 25 purchase orders per month through the manufacturing workflow while reducing unnecessary project-manager review of invoices that match approved purchase orders.
- Review and negotiate approximately 150–250 contracts and related commercial documents annually, including MSAs, SOWs, purchase orders, amendments, change orders, subcontractor agreements, NDAs, payment terms, insurance requirements, liability provisions, and project compliance obligations.
- Negotiate commercial terms directly with customers, general contractors, vendors, subcontractors, cost consultants, procurement teams, and project stakeholders.
- Improved client payment structures through deposits, progress billing, and revised payment terms, including negotiating one major client from Net 60 terms to payment due upon receipt.
- Took full responsibility for a major Amazon account after the employee hired for Amazon expertise left the company, assuming oversight of a North American account with an annual budget of approximately \$2.1 million at peak and work across more than 75 corporate offices.
- Built processes for Amazon budgets, projects, purchase orders, billing, reporting, payment tracking, compliance, and added-scope management and hired and managed a dedicated Project Accountant to support invoice volume.
- Manage an approximately \$500,000 insurance portfolio and oversee renewals, audits, coverage evaluation, workers' compensation administration, certificates, project requirements, and broker/carrier coordination.
- Oversee approximately 30–40 licenses, registrations, annual reports, and recurring compliance filings across 14 states while supporting business operations across a multi-state footprint.
- Created or customized more than eight corporate policies as well as an employee handbook, business continuity plan, quality procedures, purchasing processes, WIP procedures, billing processes, project-costing procedures, compliance processes, forms, templates, reports, and dashboards.
- Supported policies, systems, HR administration, insurance, risk, and operational requirements affecting more than 80 employees across three affiliated organizations at peak.
- Supervise up to four direct reports and have managed approximately seven employees over the course of the career; hire, interview, conduct performance reviews, make compensation recommendations, coach employees, address performance issues, and participate in termination decisions.
- Lead cross-functional initiatives involving finance, project management, production, procurement, HR, systems, and executive leadership, including project teams of approximately 15 participants without relying solely on formal reporting authority.
- Serve as a primary internal subject-matter resource for client and project finance, commercial terms, billing and collections, WIP and revenue forecasting, NetSuite, sales-tax compliance, insurance, client prequalification, and complex client administration.

Vaughan Hannigan, New York, New York

Operations & Client Services Manager | February 2015–September 2016

International artist-management agency representing commercial, editorial, photography, and illustration talent.

- Directed financial, operational, production, client-service, and business-development activities supporting domestic and international assignments.
- Prepared project estimates, purchase orders, advance requests, invoices, and financial documentation while aligning production expenses with client and agency billing requirements.
- Coordinated artists, clients, producers, studios, vendors, and freelance production teams to deliver complex assignments on schedule and within budget.
- Built and maintained production resources and supported marketing, website, portfolio, social media, and client-presentation initiatives.
- Helped manage the agency’s day-to-day business operations until the organization closed in 2016.

Stephen Lewis Studio, New York, New York

Studio & Business Operations Manager | November 2002–January 2015

Commercial photography and creative studio serving advertising agencies, corporate clients, luxury brands, and national publications.

- Directed the business and operational functions of an owner-led commercial photography studio.
- Managed studio operations, production logistics, scheduling, client service, vendors, contracts, insurance, and simultaneous commercial assignments.
- Controlled project financial administration including estimates, invoicing, purchasing, accounts payable, accounts receivable, payroll, and expense tracking.
- Coordinated projects from proposal through final delivery while balancing client expectations, creative requirements, production schedules, and project budgets.
- Developed business processes and long-term relationships with agencies, corporate clients, vendors, and creative partners.

TECHNOLOGY

NetSuite ERP	Excel	Oracle Textura
QuickBooks	Teams	SAP Ariba
BILL	SharePoint	Coupa
Emburse	Google Workspace Administration	Avetta
Avalara	Asana	SkillSmart
PrismHR	Smartsheet	Highwire
Microsoft 365	Procore	

EDUCATION

Savannah College of Art and Design

Bachelor of Fine Arts in Photography | 2002