

## NAME

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### OPERATIONS / OFFICE MANAGER

Focused, entrepreneurial, and hard-working professional with demonstrated expertise in bolstering efficiencies, streamlining processes, and enhancing productivity. Proactive initiative-taker accomplished in overcoming challenges and taking on new roles to ensure timely, on-target project completion. Resourceful, organized manager experienced in impacting revenues by moving staff from non-revenue producing tasks to billable activities, while driving office relocation initiatives. Influential communicator; negotiated pricing and terms to ensure employees have access to a stronger, less costly health care plan. Champion of synergistic work settings where cross-functional collaboration, proactive participation, and idea generation by all members are encouraged.

#### CORE COMPETENCIES

Operations & Process Management • Office & Facilities Management • Financial Functions • Efficiency Gains  
Information Technology & Telecom Infrastructure • OSHA Compliance • Disaster Recovery Programs  
Human Resources Support • Continuous Improvement • Project Management • Business Process Automation  
Relationship Building • Resource Management • Vendor Management • Problem Solving

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### RECENT CAREER HIGHLIGHTS

#### COMPANY, LLC. (2008 – PRESENT)

- Ensured optimal performance of day-to-day administrative operations, including providing human resources support, monitoring employee attendance and vacations times, and streamlining processes.
- Slashed payroll/benefits administration costs 30% by negotiating pricing and fees, while ensuring the continuation and enhancements of services.
- Produced revenue gains for the firm by transitioning staff resources away from administrative tasks to billable hours.

#### COMPANY, INC. (2006 – 2008)

- Trimmed processing errors to less than 1% by championing process efficiency.
- Saved \$20,000 annually and simplified contract management by centralizing multiple vendors nationwide

#### COMPANY, INC. (2005 – 2006)

- Participated proactively in tool selection and vendor management for a \$250,000 property renovation.
- Uncovered solutions for IT issues, which involved researching, purchasing, installing new software/hardware upgrades, and performing backups.

### PROFESSIONAL EXPERIENCE

#### COMPANY, LLC. • Cambridge, Massachusetts • 2008 – Present

*Professional consulting services firm.*

##### **Office Manager**

Manage all areas of payroll operations, A/P, A/R, billing, client management, and scheduling. Facilitate on-boarding of new hires by conducting orientation. Collect assets from departing employees. Adhere to labor laws. Deliver training support. Negotiate terms and manage leases. Maximize space utilization in the office. Lead large-scale office and personnel moves. Address office needs through the effective management of vendors. Oversee capital and leased equipment. Keep security and access systems running in top condition. Define and institute disaster recovery programs. Serve as a primary steward of calendars in support of Principals. Maintain tight controls on budgets in regards to travel, office expenses, benefits, and other operational matters.

#### COMPANY, INC. • Newton, Massachusetts • 2006 – 2008

*Full-service provider with offerings that include inbound calling programs, activist recruitment, online giving options, e-mail address collection and e-mail pledge fulfillment.*

##### **Operations Manager/National Facilities Manager**

Oversaw all areas of office operations in support of 3 high volume call centers. Stewarded a \$750,000 budget for operations, capital expenses, and facilities, including PBX, security, and telecommunications. Led vendor activities. Located and set-up remote offices. Guided production and QA teams on how to efficiently execute business processes involving pledges, donor comments, survey results, analysis, and fulfillment using CRM software.

**Operations Manager/National Facilities Manager with Company.** (*cont'd from previous page*)

**Major Project Highlight:** Spearheaded a major initiative (project budget = \$350,000) to relocate the company headquarters and main facilities, which included coordination of 200+ staff in 60 days. Leveraged task management and value engineering, while collaborating with stakeholders and resources from the transportation, logistics, infrastructure, and budgeting functions to plan and meet project milestones.

**Key Accomplishments:**

- Facilitated the enterprise level rollout of new Noble Composer hardware and software across 3 call-centers (encompassing more than 300 desks) to enable 12/7day operations. The effort involved overseeing build-out activities to establish server rooms and networking infrastructure.
- Bolstered operational effectiveness of the 3 national call centers by promoting accuracy and efficiency in the execution of sales, marketing, and reporting; delivered training to staff in Development, Fundraising, Data Administration and Operations functions.
- Played a pivotal role in the negotiations and execution of new location lease serving as SME to C-level decision-makers. Provided insight on technical and equipment needs.

**COMPANY, INC. • City, State • 2005 – 2006**

*Private investment company.*

**Office Manager/Executive Assistant**

Worked closely with the company's owner and several contractors. Authored correspondence. Made travel arrangements. Oversaw calendar management, payroll, supplies, and accounts payable.

**HEALTH PLAN • City, State • 2001 – 2003**

*Health insurance provider*

**Operations Manager**

Automated claims processing with the implementation of Unicenter Job Management software. Analyzed, managed, and reported on change releases to optimize business critical processes. Pinpointed continuous improvement opportunities and re-engineered processes. Defined audit processes and protocols for all organizational operations.

**COMPANY • City, State • 1999 – 2001**

*Public company and large online retailer with several business divisions.*

**Technical Data Facilities Coordinator**

Served as liaison between construction crew and management during the build-out of 100,000 sq. foot data facility. Ensured a smooth transition from a construction site to a fully operational data facility, meeting budgets and timelines, through on-target coordination between disparate technical groups. Instituted preventative maintenance programs and trained staff in procedures and standards to support 24/7 operations of facilities services and security.

*Prior roles included Help Desk Manager with Communications Group and Telecommunications Specialist with the U.S. Coast Guard. Details on request.*

**AWARDS**

Coast Guard Achievement Medal

**EDUCATION**

**Associate Degree – Management**

University

*Additional training included Unicenter Job Management (Computer Associates), Siemens Building Controls, Microsoft SQL Server Administration, Microsoft Exchange Server Administration, and Microsoft NT Administration and Management. Details on request.*