

MANAGEMENT CONSULTANT

Summary

Human capital manager and operations strategist who works with cross-functional teams to translate organizational values and objectives into actions that drive impacts in local and cross-cultural contexts.

Highlights

- Training and development
- Personnel records maintenance
- New hire orientation
- Exceptional interpersonal skills
- Innovative
- Cross-Cultural Mediation expertise
- Consensus building techniques
- Process improvement strategies
- Multi-site operations
- Systems implementation
- Flexible
- Self-motivated
- Market research and analysis
- Customer-oriented
- Strategic thinker
- Schedule management
- Problem resolution
- Deadline-oriented
- Interviewing expertise
- Performance management strategies
- Manager coaching and training
- Event management
- Strategic planning
- Global and strategic sourceProject management
- Leadership/communication skills
- Product development
- Business operations organization
- ing
- NegotiationsProcedure development
- Analytical
- Team building
- Cost reduction and containment
- Staff motivation
- Group behavior and dynamics
- Outreach programming specialist
- Exceptional problem solver
- Articulate and well-spoken
- Time management
- Meticulous attention to detail
- Works well under pressure

Accomplishments

Process Improvement Â

- Oversaw implementation of new phone system which resulted in more cost-effective service.

Data Organization Â

- Improved office organization by compiling quarterly budget reports, financial spreadsheets, organizational charts and company data reports using advanced Microsoft Excel functions.

Training Â

- Successfully trained staff in all office systems and databases, policies and procedures while focusing on minimizing errors and generating superior results.

Project Management: Â

- Initiated [project] which resulted in [positive outcome].

Human Resources: Â

- Spearheaded new [program] program which increased retention.

Operations Management: Â

- Managed [operation].
- Handled all functions related to [program].

Staff Development: Â

- Launched well-received program of professional development courses for all staff.
- Mentored and coached employees resulting in a 12% increase in productivity.

Spearheaded an employee engagement program, resulting in a []% decrease in annual employee turnover.Streamlined the branch operations,

resulting in a []% reduction in operating budget. Boosted customer satisfaction ratings by []% in under [] months.

Experience

Management Consultant 06/2014 to 09/2014 Company Name City , State

Developed growth plans by identifying key clients, key targets and priority service lines. Generated business development awareness by implementing in-depth sales and marketing training programs. Identified key growth opportunities for the business through []. Offered feedback to executive-level management on the effectiveness of strategies, selling programs and initiatives. Directed strategic initiatives to achieve [organizational objective]. Developed organizational change management strategies.

Identified process boundaries and determined opportunities to automate processes and functions. Boosted company efficiency and customer satisfaction by streamlining processes deemed inefficient. Conducted activity-based analysis of business processes and made recommendations based on the findings. Documented process flows and developed requirements for functional improvements and enhancements. Tracked, analyzed and interpreted trends in [] data. Developed metrics used to determine inefficiencies and areas for improvement. Developed organizational change management strategies.

Engagement and Operations Coordinator 05/2014 to Current Company Name City , State

Directly managed multi-million co-operative budgets supporting global GTM strategy. Identified strategic partnerships and gathered market information to gain a competitive advantage. Generated over \$2 million per year in revenues resulting from large-scale direct marketing campaign. Managed projects and served as primary liaison between client and multiple internal groups to ensure clarity of goals and quality and adherence to deadlines. Identified "bottlenecks" and implemented new and improved processes and policies. Led cross-functional teams to analyze and understand the operational impacts and opportunities of technology changes. Developed metrics used to determine inefficiencies and areas for improvement. Tracked, analyzed and interpreted trends in [] data. Documented process flows and developed requirements for functional improvements and enhancements. Conducted activity-based analysis of business processes and made recommendations based on the findings. Boosted company efficiency and customer satisfaction by streamlining processes deemed inefficient. Elicited stakeholder feedback and input through interviews and surveys. Defined the scope and goal of new projects, including []. Coordinated all department functions for team of [] employees. Maintained detailed administrative and procedural processes to improve accuracy and efficiency. Accountable for [business area] including overall customer satisfaction. Managed team of [number] of professionals. Spearheaded cross-functional initiative to achieve [objective]. Strengthened company's business by leading implementation of [project]. Created organizational flow charts and career path reports to evaluate employee compensation information. Designed the employee performance evaluation process and merit program. Created and implemented the exit and interview program process. Created and modified job descriptions within all departments. Worked with senior-level management to create fair and consistent HR policies and procedures. Monitored [] project budgets each []. Monitored project schedules for [] projects at a time. Developed and shared best practices across the company, including []. Oversaw the development and launch of []. Identified inefficiencies and made recommendations for process improvements. Optimized the overall customer experience through [].

President Current Company Name City , State

Accountable for [business area] including overall customer satisfaction. Captured 55%+ market share with new product quickly brought to market. Managed team of [number] of professionals. Spearheaded cross-functional initiative to achieve [objective]. Strengthened company's business by leading implementation of [project]. Built innovative production processes from scratch for a cutting-edge [] product. Formulated a comprehensive business plan complete with clear and actionable sales goals and targets. Hired and trained [] new employees, which increased the size of the staff by []%. Tracked and evaluated staff performance, and handled all promotions and terminations. Analyzed client requirements, created a business plan and drove strategy development. Identified key growth opportunities for the business through []. Managed the day-to-day tactical and long-term strategic activities within the business. Presented company goals and objectives to new principals. Established knowledge-sharing processes for [] associates throughout the organization. Coached and mentored [] staff members by offering constructive feedback and taking interest in their long-term career growth.

Resident Advisor 03/2011 to 05/2012 Company Name City , State

Facilitated a weekly discussion group about relationship issues for men and women. Pursued ongoing education and training opportunities to further develop professional skills. Cultivated positive relationships with other mental health professionals, programs and associations. Planned and ran [], an outreach event targeted at []. Communicated with local agencies, schools, churches, courts and employers regarding client involvement and attendance in programs.

Education

Bachelor of Arts : Psychology 2014 Biola University City , State , United States of America

Minor in International Development

Coursework in Business Management

Affiliations

Gates Millennium Scholarship Alumni Network

Biola Provost Advisory Committee