

EXECUTIVE DIRECTOR

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SUMMARY

Executive Director with 10 years of experience developing strategies to promote the mission of the organization and build a strong team of leaders. Proven ability to capture opportunities for growth and establish lucrative relationships with key vendors and business partners. Excited to bring a track record of 20%+ annual revenue growth in each of the last 5 years to Halls Inc. as your Executive Director of Product Strategy.

PROFESSIONAL EXPERIENCE

Executive Director

Hamilton & Hamilton Co., Seattle, WA
January 2017–Present

- Exceeded revenue growth goals by 35% within the first 16 months by capturing win-win contracts with major financial partners, improving staff productivity, and decreasing costs
- Reduced outstanding receivables to under 3% by actively monitoring payroll accounts, addressing delayed payments, and outlining service improvement solutions
- Supervise 21 staff members with an annual operating budget of \$1 million
- Develop and implement best practices, review KPIs, and revise service-level agreement (SLA) metrics for each department every quarter

Business Operations Manager

Sears Holdings, Houston, TX
June 2012–December 2016

- Managed a team of 90 employees, verifying compliance with company regulations and ensuring that projects were completed on time and within budget
- Increased operational efficiency by 28% by providing upper management with weekly feedback, projections, and clear scheduling requirements
- Oversaw all distributions and logistics operations by identifying bottlenecks, performing procedural reviews, and addressing any risks associated with new warehouse processes
- Addressed staff issues at all levels to improve overall morale and work performance while supporting the needs of the board of directors and senior stakeholders

EDUCATION

Bachelor of Science in Finance, May 2012
Honors: *magna cum laude* (GPA: 3.9/4.0)

Georgetown University, Washington DC

ADDITIONAL SKILLS

- **Computer:** Microsoft Office (Word, Excel, and PowerPoint), MS Access, Outlook
- **Professional Impact:** Process improvement, resource optimization, problem solving, relationship management, corporate communication, team building