

FORCE MULTIPLIER | OPERATIONS & COMPLIANCE | PROJECT MANAGEMENT | RESEARCH & ANALYSIS

PROFESSIONAL SUMMARY

Strategic executive support & operations specialist with 7+ years of experience empowering leaders in tech, venture capital, & high growth environments. Proven ability to streamline systems, navigate complex regulatory frameworks, & coordinate cross-functional communications. Adept at driving high-impact initiatives in dynamic settings, leveraging data-driven insights & new technologies to elevate performance.

CORE COMPETENCIES

- ✓ Strategic C-Suite Support
- ✓ Research & Analysis
- ✓ Regulatory Compliance
- ✓ Confidentiality & Discretion
- ✓ Operations & Systems Optimization
- ✓ Project Management
- ✓ Financial Oversight
- ✓ Cross-Functional Leadership
- ✓ OKR Tracking

RELEVANT EXPERIENCE

Operations & Risk Manager APRIL 2024 – PRESENT

Shield Title Agency, Phoenix, AZ (Remote)

- **Operations & Risk Reduction:** Enhance operational efficiency by developing and implementing standardized protocols and IT systems, reducing operational risk by 20% to date.
- **Policy Development & Onboarding:** Create comprehensive employee handbooks and role-specific playbooks, streamlining onboarding and ensuring operational consistency; these systems improve employee productivity and alignment with company goals.
- **Web Design & Client Engagement:** Spearheaded design and launch of company's website, crafting targeted content that increased client engagement by 30%; leverage user experience insights to enhance brand visibility and customer loyalty.

Founder & Designer AUGUST 2023 – PRESENT

STONED HEARTS 777, Oakland, CA

- **Operational Oversight:** Launched, and scaling, sustainability-focused luxury jewelry brand, overseeing all aspects of operations from product design to sales.
- **Forecasting & Budgeting:** Create budgets & forecasts to guide growth; build projections & uses QuickBooks to categorize expenses, track spending, & create reports for clear financial visibility.
- **Vendor Relations:** Source and manage relationships with suppliers; negotiated special rates for raw materials and supplies, reducing production costs by 7% while maintaining high-quality standards.
- **Pricing Strategy & Margins:** Implement comprehensive pricing model based on desired profit margins, material costs, and other key financial benchmarks.

In-House Counsel OCTOBER 2021– JULY 2023

O'Hare Clinical Lab Services (acquired by Idea Diagnostics), Chicago, IL

- **Strategic Leadership:** Directed operational strategies and cross-functional teams for one of nation's largest COVID-19 testing labs, leading critical change management & training for 100+ employees.
- **M&A:** Advised leadership on strategic partnerships & acquisitions; led due diligence for expansion.
- **Talent Management:** Oversaw recruitment; optimized hiring & onboarding to improve scalability.
- **Public Relations:** Hired & collaborated with PR firm to develop comms strategy & rebuild brand.
- **Real Estate Strategy:** Led negotiations for commercial leases, securing favorable terms for growth.

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Chief of Staff to CEO

SEPTEMBER 2019 – JULY 2020

GoodData, San Francisco, CA

- **Leadership Accountability:** Strategic partner to CEO; managed operations and led OKR tracking to ensure leadership accountability and alignment across teams.
- **Executive Workflow Management:** Organized, analyzed, and prioritized leadership workflows to ensure efficiency and strategic completion of critical tasks, based on CRM & SFDC reports.
- **High-Level Networking:** Built network of 500+ industry leaders across tech, finance, and ecommerce, driving strategic relationships that aligned with CEO's growth initiatives.
- **Business Development:** Led pre-event targeting, attendee strategy, collateral preparation, and post-event follow-up for conferences; engaged with 20+ high value targets per conference.
- **Cross-Functional Coordination:** Streamlined communications across engineering, product, legal, and sales teams to ensure alignment with strategic objectives and GTM initiatives.
- **Hiring Support:** Coordinated leadership hiring and seamless onboarding of key executives.
- **Event Planning:** Executed leadership offsites and first-ever companywide retreat, resulting in 15-point increase in employee Net Promoter Scores; planned all logistics & developed agendas.
- **Confidentiality:** Handled sensitive information with discretion & professionalism to protect trust.

Executive Assistant to Founder & Managing Director

AUGUST 2016 – AUGUST 2019

Saints Capital, San Francisco, CA

- **Streamlined Deal Pipeline:** Negotiated 150+ NDAs, developing standardized templates and formalizing firm policies to reduce negotiation time; accelerated dataroom access by 25%.
- **Investor Relations:** Spearheaded investor pipeline & CRM; drafted outreach & prepped pitch decks.
- **Board Governance:** Orchestrated quarterly governance for 6 venture funds, 7 portfolio companies, and 3 non-profits, ensuring CEO's preparedness for discussions & decision-making.
- **Calendar Optimization:** Managed CEO's complex professional and personal schedule, including investor meetings, board sessions, charitable activities, & global speaking engagements.
- **UHNW & Family Office:** Managed CEO's personal investment operations, including real estate and angel investing. Organized tax documentation and allocated expenses across entities & properties.
- **Relationship Building:** Organized events to connect with key prospects & secure partnerships.
- **Complex Travel Coordination:** Arranged intricate international travel itineraries spanning months and continents, leveraging CRM data to maximize CEO's time and impact during trips.
- **Estate Management:** Oversaw CEO's personal estate, recruiting & managing household staff, coordinating property upkeep & guest arrivals, and ensuring seamless oversight of 6 residences.

TECH STACK

GSuite • *Zoom* • *Slack* • *Outlook* • *Office Suite* • *SFDC* • *Pitchbook* • *Asana* • *Notion* • *WestLaw*
Wix / WordPress • *Canva* • *Mailchimp* • *SEO / Google Analytics* • *Data Scraping* • *OpenAI* • *Concur*

EDUCATION

Chicago-Kent College of Law

MAY 2015

Juris Doctor, Certificate in Litigation and Alternative Dispute Resolution

University of Illinois at Urbana-Champaign

MAY 2012

Bachelor of Science in Advertising, Spanish Minor

- High Honors

BAR ADMISSION

State Bar of Illinois – Good standing

MAY 2021