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SUMMARY

Operations executive with 10+ years tech-stacking multi-site operations (350+ locations) and building AI-powered systems that raise both the quality ceiling and speed of operational delivery. Shipped AI products to market, designed multi-API automation pipelines, and built evaluation systems with analytical depth impossible to replicate manually. Track record: 50% efficiency gains, 20%+ margin improvements, and 59+ hours/week in AI-driven productivity gains with measurably higher output quality.

CORE COMPETENCIES

AI Workflow Automation | Multi-API Orchestration | Technology Evaluation & Org-Wide Adoption | Multi-Site Operations (350+ locations) | Digital Transformation | Process Automation | Training & Development | Budget & P&L Management | Regulatory Compliance | Change Management | Stakeholder Management

AI & AUTOMATION PORTFOLIO

- AI-powered design platform with payment integration shipped to market
- Ad tech ETL/data normalization prototype
- Multi-API video production pipeline - **\$0.02/unit**
- Digital asset and print-on-demand batch production system - **5 architecture iterations**
- Standalone MCP server - OpenAI App Directory

PROFESSIONAL HIGHLIGHTS

- Led transformations across automotive, fintech, hospitality, and entertainment operations, consistently delivering double-digit margin growth and major reductions in manual workload.
- **Drove org-wide adoption of new tech stacks and AI tools for 350+ locations and multi-stakeholder field teams, increasing execution speed and decision quality at scale.**
- Built operational infrastructures that stood up to federal audits, national program launches, and high-stakes labor negotiations, turning compliance and risk management into reliable system outputs.

RELEVANT EXPERIENCE

AI Operations

Independent · Self-employed

Remote

Jan 2025 - Present

- Iterated batch production pipeline through **5 architectures** (single agent, thin orchestrator with round managers, pipelined headless subprocess agents), gaining full observability into cost, quality, and concurrency tradeoffs; **reduced per-unit cost 82% (\$2.07 to \$0.37)**
- Shipped AI-powered design platform to market: multi-API orchestration (Replicate FLUX for generation, background removal for AR overlay, RevenueCat + Stripe for automated payment tracking), solving the integration challenge of making **4 independent APIs behave as one product experience at 65% margin**
- Built AI data normalization prototype **mapping 25 fields across inconsistent vendor schemas; 15 resolved instantly** via registry, **10 via Claude API** with confidence scoring (**7 fields at 95-100%, 3 correctly returned null**); demonstrated production-ready accuracy for ad tech ETL pipeline
- Built standalone MCP server (Node.js, deployed on Render) exposing proprietary tools to AI assistants; among first third-party developers through OpenAI's App Directory process

The Retail Performance Company (BMW Joint Venture L&D Agency) Remote
VP of Operations 2022 - 2024

- Evaluated, selected, and drove org-wide adoption of an integrated **5-platform tech stack** (Stripe, Airtable + Zapier, Asana, Slack); replaced fragmented manual processes across the organization
- Overhauled training coordination for **350+ dealerships** by building Airtable/Zapier automation workflows that **cut overhead 50%**; system replicated org-wide as the standard for operational automation
- Built analytics infrastructure that enabled US Bank Card Take Rate Program and BMW's national Technician Teleservice rollout, **increasing margins 20%+** through data-informed stakeholder engagement
- Designed SOPs and data interpretation frameworks for nationwide field consulting; **10x increase** in field reporting
- Implemented Stripe as centralized payment operations platform, building audit-ready financial tracking referenced by third-party accounting firm
- **Promoted from Director of Operations to VP of Operations within first month based on technology-forward operational systems expertise**

Balance (FinTech startup) Remote
Head of Operations & Experience 2024

- Designed and implemented feedback capture systems that produced **50% increase in customer data** on new product within 1 month; enabled product decisions grounded in real user behavior
- Led implementation of scalable, systems-driven QA processes, achieving **30% reduction in testing cycle time** within 6 months through structured workflows and strategic partnerships

LC Co Quarter Horses (Equine Sport Facility) Remote
Head of Operations (Fractional) 2020 - 2025

- Re-engineered legacy breeding facility from manual record-keeping to integrated digital systems; modernized scheduling, animal tracking, logistics coordination, and reporting, **freeing owner bandwidth 50%** for strategic work

IATSE - Film & TV Union (Film & TV Agency) Nationwide
Head of Business Operations 2017 - 2020

- Designed and built field rep tracking system for **6 reps across 10-30 simultaneous productions**; single system served training, EEOC/OSHA compliance, contract enforcement, analytics, and federal audit readiness simultaneously
- Introduced Slack for field rep communication and built digital coordination systems in an organization that had operated on manual processes; drove adoption across a workforce resistant to change
- Leveraged tracking system analytics to inform high-stakes negotiations, delivering first improvements to mileage reimbursement and housing allowance language in **15+ years**
- Managed **\$4-5M operating budgets and 8-12 staff** across shared services, member support, benefits, IT, field operations, and accounting
- Maintained systems purpose-built for EEOC, OSHA, and federal labor board scrutiny; ensured compliance was a system output, not a reactive effort

IATSE - Film & TV Union (Film & TV Agency) 2014 - 2017
Field Operations Representative

- **Promoted to Head of Business Operations based on ops systems development and stakeholder management**