

# Kelly Boudreaux

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## SUMMARY

**Operations VP who turns chaos into clarity. I've cut overhead 50% at scale (350+ locations), delivered first meaningful contract wins in 15+ years, and driven 20%+ margin improvements. Now expanding into AI-powered automation to help operations teams move faster and more reliably.**

## CORE COMPETENCIES

Multi-Unit Operations | Training & Development | Budget Oversight | Quality Control & Compliance | Process Optimization | High-Volume Environments | Technology Implementation | AI-Enabled Workflow Automation

## RELEVANT EXPERIENCE

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

- Built audit-ready financial infrastructure referenced by third-party accounting firm; implemented Stripe for centralized invoice tracking across all client projects
- Cut training operations overhead **50% across 350+ dealerships** with Airtable/Zapier automations; system replicated org-wide as standard
- Launched US Bank Card Take Rate Program and BMW's national Technician Teleservice rollout, increasing margins **20%+ through analytics and stakeholder engagement**
- Delivered nationwide consulting for Area Directors on data interpretation and SOPs; **10x increase in field data reporting within 3 months**
- **Led 10+ person cross-functional teams**, defined success metrics, accelerated project timelines

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

- Re-engineered and digitized legacy breeding facility operations; **freed owner bandwidth 50%** for strategic work

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

- Built field rep tracking system for **6 reps across 10-30 simultaneous productions**; served training, EEOC/OSHA compliance, contract enforcement, and analytics for multiple stakeholder groups
- Delivered first improvements to mileage reimbursement and housing allowance language in **15+ years through high-stakes negotiations and consistent agreement enforcement**
- Managed **\$4-5M operating budgets and 8-12 staff** across shared services, benefits, IT, field operations, accounting, and reception
- Maintained systems built for EEOC, OSHA, and federal labor board scrutiny; ensured workers made whole under collective bargaining agreements

Field Operations Representative 2014 - 2017  
• **Promoted to Head of Business Operations based on operational systems development and stakeholder management**

**The Soapbox Lounge** (Bar and Entertainment Venue) Wilmington, NC  
2012 - 2014  
Operations Manager

- Managed full project lifecycle for 100+ high-profile events; planning, logistics, staffing, and on-site delivery
- **Implemented workflow systems increasing scheduling accuracy and team communication efficiency 40%**
- Created budget forecasting and cost controls; delivered projects on time and within budget