

STACY STEPHENS

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SUMMARY OF EXPERIENCE

Influential Director of Operations with measurable impact on small - midsize firms through systems, processes and efficiency. Focused on overseeing project delivery and operational facets to ensure smooth execution. Effectively assessed the needs of teams and implemented required changes for maximum productivity. Impeccable written and verbal communication skills coupled with excellent interpersonal skills. More than six years' experience administrating, instructing and problem solving to enable understanding of critical concepts.

CORE COMPETENCIES

- Solve complex problems through delegation, influence and win-win strategies
- Exceptional ability to work cross-functionally, bringing together different departments to ensure deadlines are met
- Clear messaging in both calm and stressful situations

EXPERIENCE

Crux KC, Kansas City, MO

Director of Operations // Jan 2019 – Present
Operations Manager // Jan 2018 – Dec 2018

Promoted to assume full operational responsibilities within the firm. Execute operational and managerial duties to facilitate day to day activities in a fast-paced marketing startup. Developed organizational structure for executives to better provide efficiencies and eliminate obstacles. Implemented workflow and approval processes across all departments for all deliverables and clients. Positively impacted team members' efficiency by re-organizing company structure and time management.

- Manage marketing research projects for clients, creating milestones and ensuring delivery; schedule and conduct interviews; collaborate with team for final analysis and review
- Launch and conduct daily standups with team members to improve communication cross-functionally, and to address impediments and mitigate risks of delays
- Research and implement new software systems, eliminating redundancies for better collaboration, streamlining and time savings
 - Supervised transition from Google Drive to Microsoft SharePoint. Implemented Zoho platform, including Projects, CRM, Social and Campaigns
 - Create process maps to ensure optimal project management and documentation from inception to completion
 - Train team on time-keeping processes for each deliverable and client, resulting in accurate reports each month and controlling scope creep
- Manage external vendors, including outsourced IT
- Create and maintain project documentation on enterprise systems
- Manage processes for the preparation and review of MSA + SOW contracts to bring consistency and clarity to business development

- Establish and maintain processes for onboarding of all clients and employees
- Optimize business strategy and develop systems and procedures to improve quality and efficiency of operations
- Establish and document processes for completing monthly deliverables through development of a Project Tracker
- Assess value and fit for vendors and partners, including development and management of RFP process for vendor selection
- Bookkeeping for accounts receivable, achieving a zero overdue rate and offering ACH and credit card payment options for invoices
- Manage financials for accounts payable, optimizing payment days for cash flow
- Create employee engagement, including mentoring and training project team members

VOLUNTEER HISTORY

Lead to Read, KIPP: Endeavor Academy, Kansas City, MO

Reading Mentor // Sept 2018 – May 2019

- Met weekly with third grade student to improve literacy and invest in the relationship as an adult mentor
- Worked on reading level sight words and books above third grade reading level

Junior Achievement, Kansas City, MO

Our Community Program Volunteer // Jan 2018 – May 2018

- Partnered with colleague to teach second grade class concepts of life in a community, including jobs, taxation, voting, the flow of money

Johnson County Community College, Overland Park, KS

ESL Instructor // August 2006 – June 2007

- Planned and instructed ESL lessons for professional non-native English speakers, preparing them to successfully test up to the next course level
- Challenged students with new and highly beneficial functional English words, phrases, concepts, cultural situations and conversations. Applied creative learning methods in the classroom when standard methods were unsuccessful.

EDUCATION

University of Kansas, Lawrence, KS

Master of Arts in English - Rhetoric and Composition // May 2004

Kansas State University, Manhattan, KS

Bachelor of Arts in English and Advertising // May 1998