

## FALISA F. MCCANNON

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### OPERATIONS MANAGEMENT | PROJECT COORDINATION | CLIENT RELATIONS

*A leader with a progressive mindset with a keen focus on driving revenue growth and achieving business growth*

An action-oriented Operations Management Professional with proven successes in Leadership, Process and Workflow Improvement, Project Management, and Relationship Management. Especially successful in management roles that demand a high level of leadership, drive, and dedication. Outstanding experience in guiding enterprise-level program initiatives, embracing the challenge to manage relationships with counterparts at different levels of business. Exceptional ability to lead cross-functional teams to identify program capabilities, assess resources, and collaborate with personnel ensuring projects are delivered on time and within the scope of the budget. Demonstrates an ability to work on multiple projects simultaneously—hands-on experience in driving change and providing strategic solutions to businesses for recruitment management.

**CORE COMPETENCIES:** Organizational Structure and Development | Service Delivery | Business Management | Business Liaison | Contract | Client Relations Management | Operations Management | Project Coordination | Strategic Planning | Program and Project Management | Expense Control and Budget Preparation | Restructuring Operations Teams | Human Resources Management | Account Management | Talent Acquisition/ Professional Recruitment

### ENTREPRENEUR EXPERIENCE

#### OWNER & OPERATIONS MANAGER

Avery Baylor Company LLC

Lone Jack, MO | October 2016 – Present

Owner and Operator of a *Small, Woman-Owned, Veteran LLC* focusing on operations management and consulting recruiting firm, concentrating on Information Technology, Early Education and National Hospitality Accounts.

- Hired in 2019 as a 1099 Independent Contractor for successful completion of Primrose Academy project, construction to successful opening and staffed during Covid-19
- Manage an internal team and outside consultants for successful operations
- Enhance talent portrait for each brand and region to improve the operations, sourcing, and screening processes.
- In 2016 purchased and managed recruitment for the largest hospitality recruiting agency in the U.S.; Patrice & Associates; recruit managerial candidates, aiding them to find rewarding jobs in the booming restaurant and hospitality industry.
  - Awarded the Business Development Excellence Award and the Highest Placement Fees in organization
- Spearhead a nationwide network of 70 Regional Offices, an immense database of qualified restaurant and hospitality management candidates, and over 700 hospitality management jobs to fill at any one time.
  - Identified as a Leader and selected as a Judge for State of Missouri Pro-Start program

*Reason for looking: Desire to put skills and knowledge to work for a larger organization to continue career for the long-term in Kansas City Metropolitan area*

### PROFESSIONAL EXPERIENCE

#### CONTRACTS & OPERATIONS DIRECTOR

JMA-IT, Inc

Overland Park, KS | 2014 – 2016

Team Size: 140 Federal Contractors

Hired as Contracts and Operations Director for a Government Contracting firm to drive and managed the entire vision and service delivery for 3 multi-million-dollar government contracts for the U.S. Department of Agriculture (2) and U.S. Trade and Patent Office. Handled a team of 140 Federal Contractors.

- Defined new deal constructs and worked with other stakeholders to ensure smooth implementation.
- Ensured accurate pricing goes out to the prospects, and commercial term documents negotiated to yield the most mutually beneficial agreements for our customers and the organization.
- Responsible for deal structuring, order form creation, contract management, and supporting strategic and operational decision-making. Earned excellent CPAR's and Executive ratings for all contracts.
- Served an essential role as the Proposal Manager for primary and joint venture contracts at the state and federal level.

- Channeled regular service delivery review meetings with assigned customers to review and evaluate the performance of delivered services compared to the agreed service levels, and to agree upon remedial or preventative measures.
- Headed, guided, and led the internal and external recruiting teams in vetting candidates to present to the government agency for employment—distributed resources for implementation on an as-needed basis for the clients.
- Successfully communicated across administrative boundaries from engineers/developers to government leads and organizational management to ensure the operational teams were aware of updates and changes.

*Reason for leaving: Firm closed Government Contracting Department*

**SENIOR ACCOUNT MANAGER:**

**Global Management Services/ Small Business Association (SBA)**

**Overland Park, KS | 2013 – 2014 (Short - Term Contract)**

**Team Size: 12 Account Managers**

**Hired as Senior Account Manager to lead a roster of accounts and grow client’s business by servicing a portfolio of loans with various collateral types, including commercial and real estate loans, evaluated borrower requests for servicing actions.**

- Formulated comprehensive servicing/disposition analysis that included financial analysis on borrowers, guarantors, and property appraised values for approval.
- Steered the entire process of training, conducted performance reviews, and assisted with general contract support.
- Liaised closely with legal counsel and other third parties to develop and implement approved servicing/disposition strategies, including case write-ups and congressional inquiry memos that arrive at fact-based conclusions.

*Reason for leaving: Recruited for the position of Contracts & Operations Director*

**REGIONAL OPERATIONS MANAGER:**

**Full Employment Council**

**Kansas City, MO | 2012 – 2013**

**Team Size: 7 State Contractors and 23 Staff**

**Hired as Regional Operations Manager for Eastern Jackson County to Provided visible and robust leadership for federal and state-funded programs under the Workforce Investment Act.**

- Involved in center planning, supervision, safety and security, coaching, and developing and reviewing the performance of 30 associates and affiliated employees.
- Reviewed and monitored nine federal and state-funded employment and re-employment programs.
- Headed and led the staff efforts to provide quality counseling, training, and employment services to job seekers serving the Kansas City and Eastern Jackson County area.
- Facilitated all aspects of Unemployment Benefits, Trade Act, Work-Ready, Rapid Response, and other Federal and State programs were implemented and ensured all quality standards are met.

*Reason for leaving: Recruited for the position of Senior Accounts Manager*

**ADDITIONAL PROFESSIONAL EXPERIENCE**

**PRAIRIE LIFE FITNESS | Overland Park, KS | 2007 - 2012 | Executive Club Manager**

**YMCA OF GREATER KANSAS CITY | Kansas City, MO | 1999 - 2007 | Executive Director**

**UNITED STATES ARMY RESERVES | 76J-10 Medical Supply Logistics | 1991-1999 | Supply Specialist**

**MEMBERSHIPS & CERTIFICATIONS**

Project Management - PMI (Completion) | Small, Women, Veteran Certified Business | Lone Jack Athletic Association Volunteer (2012 - Present) | Lone Jack C-6 Parent Volunteer (2010 - Present)

**EDUCATION**

**Army Academy of Health Science | 76J-10 Medical Supply Logistics | United States Army Reserve  
Bachelor of Science – Criminal Justice | Minor Sociology | Central Missouri State University, Warrensburg, MO  
Pre-requisites for Nursing | Metropolitan Community College-Longview, Lee’s Summit, MO**