

## CORE COMPETENCIES

Strategic Planning  
Team Leadership  
Culture Building  
Business Innovation  
People Management  
Communication  
Fiscal Oversight  
Project Management  
Operational Efficiency  
Process Improvements  
Training & Development  
Scaling Businesses

- **Versatile, results-driven professional** with experience and track record that reflects consistent achievements, promotions as well as a passion for conquering new challenges. Unique ability to combine strategy development and thought leadership with execution.
- **Decisive leader with a keen understanding of business** priorities and the ability to architect and deliver strategies to support growth, business operations, competitive advantage, scalability, all while remaining steadfast in my commitment to ensuring a strong team culture of high-performance.
- **Natural team player with unwavering integrity**, exceptional interpersonal skills, and the ability to lead large, diverse teams to achieve positive results. Expertise in managing relationships with internal and external stakeholders.

## PROFESSIONAL EXPERIENCE

**CityBase**, Chicago, IL

**2022 - Present**

### Chief Operating Officer

*Provide operational and people-focused leadership and structure for a high-growth B2B2C GovTech company, that builds products and services to unify and simplify the way people find, apply, and pay for public services. Our clients include the cities of San Francisco, Chicago, Austin, Denver, New York. Reports directly to CEO.*

- Create and implement CityBase's first formal Operating System; establish strategic and operational priorities and key metrics; effectively drive our team's achievement of strategic and operational plans
- Implement cost-saving measures that led to a 40% year-over-year reduction in operating expenses
- Cultivate a culture of excellence and empowerment; develop a comprehensive performance management and professional development program; define clear accountabilities for all positions; establish and oversee an employee-led culture team focusing on improving team's health and well-being; develop new employee onboarding and training program
- Directly manage and lead high-performing teams, including delivery, hardware, customer success, customer support, marketing, engineering, and product
- Spearhead initiatives to enhance transparency and coordination between cross-functional teams, improving communication, efficiency and productivity, resulting in a 25% reduction in time to execute client implementations and an overall improvement in the delivery of high-quality products and features
- Deliver monthly reports to the CEO and Board of Directors, providing insights that inform decision-making to establish and ensure progress towards achieving our strategic priorities and key metrics

**Topstep**, Chicago, IL

**2012 - 2021**

### Chief Operating Officer

2017 - 2021

*Provide leadership and vision for an early stage, hypergrowth, B2C FinTech company that evaluates traders' performances in a real-time, simulated account, which then funds traders who adhere to its rules and exceed profit targets. Reported directly to CEO.*

- Partnered with the CEO to provide fiscal, strategic, and operational leadership with a focus on accelerating the top line and improving business results; developed and achieved short and long-term financial targets aligned to company's strategic plan
- Integrated new growth opportunities and innovations into the business; successfully developed and launched a new business line within seven months
- Established, then oversaw the implementation, execution, and achievement of strategic and operating priorities and Key Performance Indicators (KPIs) across all business functions, utilizing the Entrepreneurial Operating System (EOS) principles
- In conjunction with leadership team, grew company from startup to multi-million in yearly revenue; profitable after first year; 60% CAGR 2017-20; EBITDA 12-15%; no outside capital raised
- Supported financial management and P&L reporting; collaborated with finance and CEO on annual budgeting and forecasting

- Designed a best-in-class human capital infrastructure to support massive growth through elevating organizational HR & People competencies; grew staff from 3 to 80+ people and by 33% in 12 months, while achieving a 90-Employee Net Promoter Score (eNPS)
- Established new standards and procedures that streamline interactions and communication across cross-functional teams to drive the rapid deployment of product launches and enhance customer experience
- Created and hosted monthly innovation sessions for 70+ employees to think creatively about solving Topstep's most vexing challenges, taught skills and techniques to effectively brainstorm and innovate, and develop deeper connections through cross-functional collaboration
- Developed and delivered regular educational workshops to improve knowledge sharing across Topstep, aimed to increase productivity, improve employee onboarding efficiency, reduce impact of employee turnover, and reduce single points of failure
- Named Best Places to Work in Chicago by Crain's 2018-2021 (#7 in 2021); Inc. 5000 Winner 2017-20; Awarded Chicago's 101 Best & Brightest 2016-20; BuiltIn Chicago's Best Places to Work 2019-2021

### **Director of Operations**

2012 - 2017

*Member of leadership team responsible for defining and executing company strategy and vision. Oversaw the implementation of new business development initiatives focused on expanding company reach and increasing market share. Reported directly to CEO.*

- Created business capability roadmaps and led planning sessions to support future company growth; identified and deployed innovative technology to drive business performance, improve operational efficiencies, and enhance customer experience
- Designed and implemented a risk management structure that resulted in a savings of over \$2,500,000 (and growing) in potential trading losses
- Developed integrated marketing campaigns to drive brand awareness and communicate the company value proposition; increased marketing effectiveness using advanced analytics to ensure continuous learning and improved decision making
- Led cross-functional teams responsible for evaluating, testing, and launching new business lines and products; created a disciplined project management environment focused on transparency and speed of decision-making
- Assessed website performance and designed plans to improve interface usability, create content, and enhance user experience
- Directed internal and external communication strategies to optimize efforts and increase awareness and visibility
- Established and tracked critical KPIs for sales and operational activity
- Oversaw technical staff of in-house and outsourced developers and designers locally and abroad
- Recruited, trained, and managed employees; created a culture of accountability and professional development

### **Patak Trading Partners, LLC, Chicago, IL**

2010 - 2012

#### **Recruitment Manager**

*Directed human capital recruitment and management strategy in support of business operations and enterprise growth.*

- Recruited next generation leadership team and implemented company retention strategies to create a sustainable bench
- Utilized various sourcing techniques and networking opportunities to build a talent pipeline of pre-qualified candidates
- Collaborated with management team to attract candidates, perform market analysis, and understand employment trends
- Managed multiple aspects of website including content, social media platforms, user experience, and site maintenance
- Reviewed resumes, scheduled interviews, processed applications, generated offer letters, and other duties as assigned

### **LEADERSHIP & OTHER EXPERIENCE**

- Affinity Council Advisory Board Member for 1871, Chicago's Innovation Incubator; Chairwoman of the Pre-Workforce Committee
- Mentor for 1871's Women Tech Leaders Accelerator
- Topstep Advisory Board Member
- Growth Coach and Mentor for Future Founders
- Content contributor for Intalegent, a talent acquisition and retention resource for business & HR leaders
- Frequent panelist and speaker on topics relating to talent, culture, scaling businesses, women in the workplace, and more

### **EDUCATION & CERTIFICATIONS**

#### **University of Kansas, Lawrence, KS**

2009

Bachelor of Arts – Communications Studies Major / Leadership Studies Minor

- Dean's Honor Role
- Certification in Service Learning and Certification in Research Experience

#### **Junto Institute for Entrepreneurial Leadership: Apprenticeship Program, Chicago, IL**

2015

Nine month leadership and revenue accelerator for growth-stage companies