

HANNAH NELSON

602.882.9805 • hannahkn38@gmail.com

SUMMARY OF QUALIFICATIONS

- Project leadership and management: directed major project initiatives from conception through completion, on time and within budget.
 - 15-years experience in best practices-based customer service and operations.
 - Excellent interpersonal, communication, and managerial skills.
 - Analytical and organizational expertise in small and large companies.
 - Productive and level-headed in fast-paced, high-pressure environments.
 - Proficient in Windows O/S, Microsoft Office Suite, Cake Marketing Software, LimeLight CRM, HasOffers Marketing Software, and QuickBooks, among others.
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PROFESSIONAL EXPERIENCE

R.U. Accountable/eCommDivas, Scottsdale, AZ

DIRECTOR OF OPERATIONS, 2008-2016

Oversaw daily operations for an online marketing agency, ensuring that the company met or exceeded efficiency and effectiveness goals, and developing actionable analytics for same. In addition, managed initiatives in the company's core businesses of lead brokering, lead generation, and traffic optimization for ecommerce offers in multiple verticals.

- Created executive-level practical assessments for sales and business analyses, strategic plans, and customer service operations.
- Established and grew key relationships with vendor partners and customers. Effectively used relationship management techniques to develop closing opportunities within existing and new customer accounts.
- Developed efficiency-enhancing work-flow/process improvements that created major gains in productivity.
- Negotiated and maintained all vendor and supplier contracts.
- Maintained vendor and customer files; approved and processed all invoices, generated reports, researched and resolved vendor and customer problems.
- Developed and administered a series of tests for prospective employees to assess technical skill level.
- Developed and executed training programs on product information, sales techniques and support roles.
- De-facto IT manager: researched, purchased, and maintained all computer and communications equipment

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Dinner By Design, Phoenix, AZ

BUSINESS OWNER/OPERATIONS MANAGER, 2005-2008

For one of the leading U.S. meal-assembly franchisers, launched two locations and locally represented 15% of the market.

- Grew the business to \$250k in annual sales with a database of 800 clients.
- Managed all operational functions, including payroll, accounts payable, cash flow, and preparation of financial statements.
- Oversaw all kitchen operations to ensure compliance with all industry and government health and safety standards.
- Updated and maintained inventory levels and ensured timely stock ordering from vendors.
- Hired, trained, scheduled, and supervised staff of eight people. Retained excellent long-term employees while managing transitional staff of students.
- Attracted, retained, and promoted new business through local marketing efforts.

UBS (Formerly Brunswick UBS), Moscow, Russia

Started as a front-lines operations specialist for the foremost equity brokerage and investment bank in Russia. By the time I left, I had successfully initiated, developed, and managed one of the most significant changes in the way the bank conducted its trading and brokerage business.

BUSINESS ANALYST/PROJECT MANAGER 2002-2005

- Led the development of a new internal trade processing system, reducing trade processing time by 40% and recovering \$1 million in dividends.
- Scheduled and facilitated meetings with department managers and end-users to ensure internal client satisfaction.
- Wrote a functionality test plan and roll-out schedule. Executed and completed testing two weeks ahead of schedule.
- Designed and implemented training of 35 operations and front-office end-users.
- Executed installation of the new system in three departments.
- Provided technical support through the installation phase to assure a smooth transition.

OPERATIONS SPECIALIST 1999-2002

- Recovered over \$1M in mis-attributed dividends by reorganizing dividend claims procedure.
- Processed and settled 50-100 transactions a day.
- Executed payments through banking system and back office system.
- Built and maintained relationships with internal and external clients.
- Balanced and prepared reports and settlements of monthly trade transactions.

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Peace Corps, Moscow, Russia

PEACE CORPS VOLUNTEER 1997-1999

Selected to participate in the preeminent international service organization of the U.S., after a rigorous and competitive application process. In the context of Russia in the late 1990s, worked at the grassroots level with small businesses and entrepreneurs to develop sustainable solutions to local problems.

- Wrote grant proposals for small businesses.
 - Taught business English and business concepts to small business owners.
 - Assisted with the formulation of educational programs.
 - Translated, edited, and proofread business documents.
 - Co-Designed numerous websites to help small businesses set up e-commerce.
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EDUCATION

MONTEREY INSTITUTE OF INTERNATIONAL STUDIES, MONTEREY, CA
Masters of Business Administration (MBA) , International Management 1997

UNIVERSITY OF THE PACIFIC, STOCKTON, CA
Bachelor of Arts, International Studies/Russian Studies 1994

MOSCOW STATE UNIVERSITY, MOSCOW, RUSSIA
University of Arizona Study Abroad 1992