

Bethany Daniels

Orlando, FL 32789 | 352.355.3333 | Bethany.F.Daniels@gmail.com | [linkedin.com/BethanyDaniels](https://www.linkedin.com/in/BethanyDaniels)

Operational Project Manager with a unique ability to lead people, juggle priorities, and manage multi-million dollar projects.

Higher Revenue | Lower Costs | **Optimized Processes & Performance** | Agent of Change | Stakeholder Engagement

"I had to dub myself as anything. I'd choose **'The Iron Woman'** because I ensure everything I touch is complete without a spot or a wrinkle. Metaphorically speaking, King Midas has nothing on me."

Project Manager • Operations Manager • Operations Project Manager • Project Director • Director of Operations

As efficient and no-nonsense **Operations Project Manager**, I take a vast amount of pride in ensuring operations run smoothly. I execute projects on time, within scope, and without gaps. Moreover, I am often perceived as "The Changeling" because I act as a catalyst for change no matter where I go. Throughout my career journey, I have enjoyed implementing process improvements and spearheading program launches that take companies to greater heights.

At **ABC Buildings & Co. Inc.**, our contracts and agreements require **100%** signatures each month. I was proactive in becoming the official company notary to expedite each business transaction. While at **Power Corporation**, the responsibility of ensuring uninterrupted Power Sources (UPS's) were functional required my team and I to sacrifice and work all hours for our clients. My track record is exemplary of a driving force unafraid to move mountains for the sake of the company, my team, and clientele.

Core Skills

Strategic Planning	Budget Planning & Cost Control	Financial Analysis	Contract Analysis
Time Management	Key Performance Indicators (KPIs)	Time Management	Logistics Mgmt.
Motivational Speaker	Sales, Product, Market Analysis	Metrics-Oriented	On-Time Delivery

Proven Expertise

100% for each project scope

Oversee 4 Sales Reps & 1 Asst. Mgr.

95% dispute resolution rate
10+ per mo.

Reduction of 100k+ in revenue

ABC Buildings & Co. Inc. - Orlando, FL - Reports Directly to President/CEO

June 2016 - Present

Project Manager / Operations Manager

Spearheads and budgets for 30+ projects worth 10M+ each time with extraordinary turnarounds by monitoring profit margins, sales teams, budgets, timelines, revenue, contracts, and agreements. Acts as a behind the scenes acrobat managing projects to ensure each workflow is brief and concise. Oversees and manages all project phases, including deadlines, delegation, monitoring and tracking, summaries, and reports for the President.

- Gathers monthly data for project billing deadlines from all team members ensuring profit margins remain intact for **100%** of projects, resulting in increased revenue by at least **25%** each quarter.
- Orchestrated the implementation of Pipedrive Project Tracking Software which streamlined processes related to preconstruction, bidding, and project phases, etc., boosting productivity by **65%**.
- Created a Pay App tracker to compliment the Pipedrive Software, which increased productivity by **40%** by eliminating guesswork of identifying which project phase was active, enabling the company to accept more work.
- Delegates project changes by use of change orders which adjust contracts and balances overextended promises, over-shipping of materials, or any underestimated project costs, slashing profit loss by **50%**.
- Conducts financial analysis, processes account payables/receivables, balances budget, applies **30/60/90** rule and resolves all monetary issues singlehandedly encompassing at least **10M+** in project scope.
- After realizing what bills were overdue, took immediate action and brought all accounts current within **2 weeks**, paid off **400k+** in statements, and brought the corporate monthly grade from a **D** to an **A+**.

Professional Experience (cont.)

Power Corporation – Orlando, FL

Oct 2012 – Dec 2015



Operations Manager (oversees & OEM Specialist (equipment Manufacturer)

Managed largest territory of 25+ UPS Service technicians delegated to service specific regions of the United States. Facilitated their schedules, mediated work, interpreted needs, and troubleshoot with customers. Handled accounts with major companies such as Instagram, YouTube, Major Hospitals, etc.

- Restructured service territories to balance projects, increasing efficiency by 25% and response times by 30 min.
- Eliminated 50% of false and illegitimate claims through rigorous interrogations resulting in cost savings.
- Developed Job Aids and Work Instructions, bridging department gaps, intertwining the complexities, and painting a bigger picture enabling 100% of the team to understand project workflow increasing efficiency by 20%.
- Formatted 1st Department Reference Manual containing resources, checklists, notes, updates, changes, techniques, and improvements enhancing productivity by 75%.
- Organized & launched a Tech conference to foster team spirit, and come face-to-face with colleagues, which boosted employee morale by 60%, which positively impacted functionality and awareness among the team.

Strat Investments – Orlando, FL

June 2010 – Oct 2012

Pension Analyst (July 2011 – Oct 2012)

Analyzed, reviewed, and calculated pension benefits ensuring customers understood the terms and conditions thoroughly. Also, dedicated to certifying plans were compliant with federal and state regulations. Maintained retirement portfolios for 8 major clients such as Six Flags, Ameren UE Electric, Apple, and US Bank, each containing very different configurations requiring shifting of gears.

- Leveraged an average 120+ calls per week during peak annual enrollment seasons resolving customer complaints, identifying issues, and providing corrective actions, significantly increasing retention rates by 25% each quarter.
- Led department and 1:1 meetings educating both clients on their plans and team members on most effective research methods boosting productivity in staff by 20%.

Healthcare Insurance Specialist (June 2009 – July 2010)

Led the coordination of eligibility issues while ensuring compliance with HIPAA, ACA, COBRA, and other state and federal regulations. Developed a keen understanding of the complex inner workings of Medicare, resolved medication coverage discrepancies, and served as the department's face for both internal and external meetings.

- Juggled 30+ inquiries via email and phone calls daily while solidifying 95% complaint resolution rate.
- Comfortably managed ambiguous client records for 250+ customers while building relationships, maintaining company withstanding 97% client satisfaction rate and developing new solutions to streamline department processes.

Education

JAMES COLLEGE – Orlando, FL

Bachelor of Business Administration: Marketing

Minor: Professional Writing & Presentation Media/English

JAMES COLLEGE – Orlando, FL

Post – Baccalaureate Certificate Program

Paralegal Program and NC State Bar Qualified