

OLIVIA J. WIENS

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EXECUTIVE SUMMARY

Operations and marketing professional with 5+ years of experience managing large teams, corporate partnerships, and client relationships. Skilled at running high-volume daily operations, executing multi-channel campaigns, and driving business growth across industries.

EDUCATION

Crown College

B.S. in Business Administration and Marketing, May 2020

GPA: 3.87 | Minor in Data Analytics and Christian Studies

Varsity Softball Division III Team Captain: 3 years

PROFESSIONAL EXPERIENCE

Team Toews Cleaning Co.

Operations Manager | October 2024 – Present

- Oversee daily operations for a team of 80+ cleaners, ensuring seamless scheduling, communication, and workflow across the business.
- Direct client relations and feedback management to maintain service quality, contributing to annual revenue exceeding \$1.5M.
- Lead administrative and operational processes that support business growth while upholding standards of excellence and dependability.

Canucks Sports & Entertainment (NHL)

Account Executive, Corporate Partnership Marketing | October 2022 – September 2024

- Managed and implemented contracts for 12+ corporate partners, including major brands like Rogers, Lululemon, and Parq Casino, focusing on building relationships and delivering exceptional partner experiences.
- Spearheaded innovative programs such as the NexGen Youth Mentorship Program, demonstrating leadership, staff coordination, and a focus on client experience.
- Conceived and executed high-profile campaigns such as the “Game Changer Ren” sponsored by LiUNA!, ensuring client goals were met through seamless planning and problem-solving.
- Led cross-departmental collaboration for partner events and game night, including the Rogers Open House for 10,000 Rogers customers and a budget exceeding \$80,000.

D&Z Marketing Agency

Project Manager | May 2022 – October 2022

- Responsible for scheduling and project coordination of over 150 projects simultaneously, ensuring on-time completion through effective communication and planning.
- Coordinated with in-house creative teams, ensuring seamless project execution and client satisfaction.
- Supported HR functions by facilitating team onboarding of 3 new project managers, conducting performance reviews, and developing training materials.

Dolsie's Lunch Box Grille

Marketing Manager | June 2016 – March 2022

- Developed marketing campaigns, significantly enhancing brand visibility and driving social media growth.
- Managed social media accounts, growing Facebook followers from 150 to 5,200 in 3 years.
- Designed and maintained a custom Squarespace website, generating \$1,500 in weekly revenue.

KEY SKILLS

- **Operations and Project Management:** Streamline operations and lead projects to ensure timely, efficient execution.
- **Client and Partner Relations:** Build and maintain strong relationships to drive satisfaction and collaboration.
- **Contract and Budget Management:** Manage agreements and financial resources to support business objectives.
- **Software Proficiency:** Microsoft Office Suite, Google Workspace, social media platforms, project management software, CRM platforms, Squarespace, Canva, Slack, CapCut.