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10+ years' experience working alongside C-Suite. Professional references are available.

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## SUMMARY

Collaborative business operations leader with 19 years of progressive experience at Liberty Tax, driving organizational effectiveness, executive alignment, and franchise success. Proven ability to partner with senior executives, streamline operations, and translate strategic objectives into measurable results.

Recognized for fostering strong relationships across departments and franchise networks, leading cross-functional initiatives, and enabling executive teams to focus on growth and impact. Combines the strategic insight of a Chief of Staff with the thorough execution of a Director of Business Operations.

## CORE COMPETENCIES

Strategic Planning & Execution; Executive Leadership Partnership; Cross-Functional Collaboration; Business Operations & Process Improvement; Franchise Relations & Field Operations; Organizational Communication & Alignment; Project & Program Management; Stakeholder Engagement & Change Management; Leadership Meeting & Board Coordination

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## HIGHLIGHTS

- 19 years of advancement at Liberty Tax, combining field experience, franchise expertise, and executive operations leadership.
  - Trusted thought partner to the CEO and leadership team, driving alignment, execution, and accountability across key initiatives.
  - Proven record of building collaboration across departments and franchise networks to enhance communication and outcomes.
  - Recognized for operational excellence, organizational influence, and results-oriented leadership.
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## EXPERIENCE

### **LIBERTY TAX** – *Virginia Beach, VA* – (2006 – Present)

#### **Director of Business Operations | CEO Team** (2023 – Present)

- CEO partner driving company priorities, strengthen organizational alignment, and oversees execution of key initiatives.
- Foster collaboration across C-Suite & SVP department leaders - Marketing, Finance, Franchise Operations, and Product to ensure unified execution, including our sister company's C-Suite.
- Serve as a liaison between the CEO and franchise network, promoting transparency, responsiveness, and alignment with company goals.
- Manage operational planning and scheduling for high-priority initiatives.

#### **Executive Assistant to President, COO and SVP of US Field Operations** (2017 – 2023)

- Directed operations and marketing programs to enhance franchise performance, operational consistency, and brand presence. Collaborated across departments to align field support, operations, and corporate initiatives.
- Partnered with regional directors and franchise owners to improve efficiency, service quality, and market performance.

#### **Franchisee Assistant to the CEO** (2013 – 2017)

- Provided high-level executive and operational support to the CEO, ensuring effective communication between franchise owners and leadership.
- Managed CEO communications, scheduling, travel and key franchise-related correspondence.
- Coordinated leadership meetings and internal communications for the CEO's office.
- Acted as a liaison between corporate leadership and franchisees to drive engagement and alignment.

#### **Field Operations Support** (2009–2013)

#### **Franchise Development Support** (2006–2009)