

# Christi Manbeck

OPERATIONS MANAGER

## Profile

I am an operations professional who specializes in process development and implementation for new business verticals and revenue initiatives. I'm a strong people and project manager, which I attribute to an acute interest in consumer/customer needs, the work that is being done to meet them and the people doing that work. I am particularly adept at identifying gaps in policies, processes, and procedures, and how they are communicated, adopted, and executed. I work with a high sense of urgency, and an unrelenting emphasis on accuracy and product integrity.

## Employment History

### Program Operations Manager, SV Academy, San Francisco

MAY 2021 – MARCH 2023

Managed a team of operations and instructional design professionals in support of SV Academy's e-learning Tech Sales Training Program and Customer Success Program.

- Oversaw the administrative and logistical relationship of all training program enrollees .
- Collaborated with program instructors and Head of Design to update program learning objectives and curricula using the ROPES model.
- Oversaw assessment of student performance and curriculum comprehension.
- Managed customer success efforts in the areas of tech tool and curriculum navigation, curriculum comprehension, and tuition payment.
- Worked with marketing team to create ICPs, and a process for ensuring consistency in customer-facing messaging.
- Served as a member of SV Academy's steering committee focused on client acquisition, curriculum design, and student job placement.

### Program Manager, Bay Area PLS, San Francisco

APRIL 2021 – SEPTEMBER 2021

Managed a team of medical professionals providing COVID-19 vaccinations and testing.

- Oversaw logistical and administrative operations for mobile vaccination and testing sites.
- Served as site lead and primary point of contact for 3 vaccination sites in San Francisco.
- Collaborated with The City of San Francisco and various community organizations to create educational material in 7 unique languages.

### Business Operations Consultant, California Martial Athletics, San Francisco

MAY 2020 – PRESENT

Responsible for building and managing the operational infrastructure and processes of a new business.

- Fulfill state and federal business formation, registration and annual filing requirements.
- Manage finances using QuickBooks Online to prepare and issue quarterly financial statements to LLC members.
- Prepare state and federal tax return filings.
- Consult members on best practices, federal and state compliance, and Covid-19 mandates and requirements.

## Details

San Francisco

United States

5622344361

[christi.manbeck@gmail.com](mailto:christi.manbeck@gmail.com)

## Links

[LinkedIn](#)

## Skills

Communication Skills

Critical Thinking Skills

Customer Service Skills

Effective Time Management

Leadership

HR Management

CA Labor Law Compliance

Project Management

Google Suite, Microsoft Office

Notion, Asana, Miro, Lucidchart

Airtable, Salesforce, Salesloft

Quickbooks Online, Bill.com

German language

Adobe Photoshop

SQL

## **Business Operations Director, PIVOT Agency, Walnut Creek**

MAY 2017 – MAY 2020

Created and managed the operational infrastructure for the agency's business development efforts in the following areas:

- Developed and executed all processes and procedures for employee recruiting, on-boarding/off-boarding, benefits administration, state and federal labor law compliance, OSHA compliance, company policy creation and retirement plan management. Sourced a new health insurance carrier and broker to supply employees with a broader provider network at lower premium rates. Designed and executed an employee 401(k) plan. Created a new Employee Handbook. Developed a CA-compliant interview process and candidate selection metrics.
- Organized and hosted PIVOT Foundation's inaugural 2-day fundraising event, with over 200 auction items, celebrity guest appearances, and a full-day tennis tournament; and raised over \$100,000 in donation revenue for the Leukemia & Lymphoma Society. Organized and hosted PIVOT Agency's annual NBA Summer League networking event for NBA and industry professionals at the Mandarin Oriental in Las Vegas. Organized and hosted PIVOT Agency's annual VIP reception for the Bay Area Light the Night Walk.
- Served as project lead for the following initiatives: the migration of sales data to Salesforce, the digital marketing campaign and ticket sales for PIVOT Tennis, and the creation of the company's current website.
- Created and managed all processes and procedures for A/R & A/P, payroll processing, corporate account reconciliation, budgeting, financial forecasting and cash flow management. Secured a \$2MM expansion loan and a \$1MM revolving line of credit through improved data collection and financial reporting.
- Formed PIVOT Travel, a Nevada LLC, and PIVOT Foundation, a California charitable trust and registered 501c(3).
- Collaborated with consultants to create company cyber security policies and best practices. Provided daily SaaS training to employees.
- Served as the final set of eyes to review all official outbound communication, service proposals and marketing material.

## **Education**

### **B.B.A. in International Business, Schiller International University, Heidelberg, Heidelberg**

AUGUST 2004 – DECEMBER 2006

### **International Business, University of Missouri - Kansas City, Kansas City**

AUGUST 2002 – MAY 2004

## **Courses**

### **Technical Writing, Society for Technical Communication**

SEPTEMBER 2020 – NOVEMBER 2020

### **The Complete SQL Bootcamp, Udemy**

MAY 2020 – JULY 2020