

Strategic Project Manager with experience leading enterprise initiatives, creative strategy development, financial planning, and process optimization across operations, customer service, and sales enablement. Proven ability to design cross-channel solutions, mentor teams, and drive measurable improvements in efficiency, customer experience, and cost savings.

Core Competencies

- Project & Program Leadership
- Process Standardization
- Cross-Functional Collaboration
- Vendor & Outsourcing Management
- Data-Driven Decision Making & Cost Modeling
- Change Leadership & Stakeholder Engagement

Professional Experience

RB Global (Ritchie Bros.) - Senior Project Manager, Sales Effectiveness & Enablement

Aug 2024 - Sept 2025

- Led cross-functional teams to develop and execute creative process strategies, driving measurable improvements in customer experience, cost savings, and SLA performance.
- Directed enterprise projects including Transaction Support redesign, Customer Care centralization, and Trade Package optimization, aligning multiple business channels.
- Negotiated and managed vendor partnerships with a focus on compliance, onboarding, and training deliverables.
- Built headcount, staffing, and ROI models to evaluate outsourcing options, track cost savings, and support annual budgeting decisions.
- Partnered with Finance on budget alignment and resource forecasting, ensuring project initiatives supported broader financial targets.
- Mentored team members and influenced leadership alignment, ensuring adoption of new processes and tools.

Ritchie Bros Auctioneers - Regional Operations Manager

Sept 2021- Aug 2024

- Directed operations across multiple U.S. & Canadian sites, ensuring alignment to Core4, DPP, and 5-Star Yard Model.
- Standardized asset intake, inspection, and yard management, improving safety, consistency, and turnaround times.
- Partnered with Sales, Training, and Process Efficiency teams to deliver cross-channel solutions that streamlined operations and reduced redundancy.
- Managed annual budgeting and forecasting processes, leveraging TM1 (IBM Planning Analytics) to track expenses, allocate resources, and optimize operational costs.
- Acted as key liaison between site teams and leadership, ensuring operational performance aligned with strategic and financial objectives.
- Supported measurable improvements in safety, cost control, and customer satisfaction.

Ritchie Bros Auctioneers - Yard Manager

Oct 2019 - Oct 2021

- Directed yard operations including **asset intake, inspection, and sale preparation**, balancing efficiency with creative customer-focused solutions.
- Supervised and mentored yard teams, ensuring high performance, safety, and compliance.

Ritchie Bros Auctioneers - Senior Customer Service Manager

Oct 2013 - Oct 2019

- Managed customer service operations, leading teams to meet SLAs, improve call handling, and enhance customer satisfaction.
- Developed creative communication strategies with Sales and Operations, aligning cross-functional efforts to improve the end-to-end customer journey.
- Coached and mentored frontline managers and agents, building team capability and alignment with business goals.

Programs & Technical Skills

Project & Process Tools: Microsoft Project, Smartsheet, Asana, Jira, Trello, Lucidchart, Miro, Visio

Collaboration: Microsoft Office Suite, Google Workspace, SharePoint, Slack, Zoom

Data & Reporting: Excel advanced functions, Power BI, Tableau, Salesforce CRM, SQL (basic querying)

Customer Care & Operations: Five9, Genesys, RingCentral, ServiceNow, Zendesk, IP Admin, Salesite, Mars

Vendor & Outsourcing: Ariba, Coupa, contract & SOW management tools

Financial Planning: TM1, Annual Budgeting, Forecasting, ROI & Cost-Benefit Analysis

Other: RACI modeling, SOP development, training design, cost modeling & ROI analysis

Education & Certifications

Avila University - May 2022 - M.S. Organizational Development (Instructional Design)

Avila University - December 2018 - B.S. Business Management

Scrum Alliance - July 2025 - Certified ScrumMaster