

# KATIE MOYNIHAN

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## SUMMARY

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Experienced leader with 8 years in optimizing operational efficiency across military and corporate settings. Proven success in implementing data-driven process improvements and managing large-scale operations to achieve organizational goals.

## EDUCATION

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### The United States Military Academy at West Point

Bachelor of Science

## WORK EXPERIENCE

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### Marani Health

Chief of Staff, Director of Sales Operations

May 2024 - Present

### PsychArmor Institute

Chief Operating Officer

Jan 2023 - Mar 2024

- Supervised the budgeting, planning, and execution of 30 concurrent projects.
- Managed 4 project managers contributing to a 20% increase in timely delivery of services within scope and budget.
- Spearheaded risk management strategies, identifying potential project risks and proactively implementing mitigation plans to minimize impact on project outcomes.
- Established and maintained relationships with key clients and executive teams, fostering collaborative partnerships to drive business growth.
- Rebuilt the organization's Human Resources functions through the implementation of new payroll software, standardized pay and benefits scales, and optimized access to the organization's 403b.
- Executed one annual audit for the organization. Responsible for working with the accountant and auditor to reconcile accounts, classify transactions, and prepare the organization's accounting procedures to remedy any issues discovered during the audit for future years.

Vice President of Operations

May 2022 - Dec 2022

- Directed operations, managing a team of 20 professionals and fostering a culture of excellence, reducing staff turnover by 10%.
- Implemented process reengineering initiatives, resulting in a 20% improvement in efficiency and 10% increase in successful project delivery.
- Led the successful execution of a strategic initiative to optimize our project and customer management systems, resulting in an 11% increase in revenue and 20% increase in client retention compared to the prior year.
- Collaborated with executive leadership to develop and implement business strategies that enhanced market position, increasing key market penetration 5%.

Director of Operations

Dec 2021 - May 2022

- Directed the development and execution of operational plans in alignment with organizational goals, reporting directly to the CEO.
- Implemented streamlined processes and performance metrics to drive operational efficiency over 15 projects.
- Achieved a 10% increase in project success rates by leading cross-functional teams and implementing project management best practices.
- Developed and maintained relationships with over 100 clients and vendors to ensure customer satisfaction and operational success.

## **U.S. Army**

*Human Resources Program Manager*

*Jul 2019 - Aug 2020*

- Led 1 supervisor and 4 human resource specialists in developing and implementing 2 improved tracking and processing systems for personnel actions in an organization with over 400 employees, resulted in 20% increase in accountability and timely completion of personnel and administrative actions.

*Program Manager*

*Oct 2018 - Jun 2019*

- Responsible for planning and coordinating daily operations and major projects for a 75-person company.
- Led a team of 11 personnel including 1 supervisor, 1 supply chain specialist, and 9 junior employees.
- Supervised a team of 4 maintenance specialists who executed the company maintenance and material management program for 30 pieces of essential equipment; used SAP to analyze maintenance data and create efficient processes that resulted in a 10% improvement of the maintenance program raising it to a 95% operational rating.

## **CERTIFICATIONS**

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### **Business Contracts**

Certified By: Cornell University

### **Dare to Lead**

Certified by: Dare to Lead Trained

## **SKILLS**

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- . Leadership
- . Operations Management
- . Client Management
- . Data-Driven Strategic Planning
- . Risk Management
- . Compliance
- . Communication