

Lainey Logan

Director of Strategic Operations

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STRENGTHS

- 🎯 **Executive Decision Support**
Briefed senior leaders on tradeoffs, risks, and dependencies; one concise analysis helped move a stalled priority forward.
- 🏛️ **Governance Design**
Built forums, charters, and decision rights that gave teams clarity. Colleagues soon used those structures as a shared reference.
- 👥 **Cross Functional Delivery**
Connected program, finance, workforce, and technology leaders around shared milestones; difficult handoffs became easier to manage.
- ♥️ **Performance Accountability**
Introduced review routines that turned broad objectives into visible commitments and corrective actions. Leaders gained a clearer view of progress.
- 🔧 **Barrier Resolution**
Surfaced dependencies early and brought owners together around practical fixes. A recurring implementation issue finally received coordinated action.

SKILLS

Organizational Strategy

Enterprise Governance

Strategic Operations

Cross Functional Implementation

Executive Decision Support

Performance Management

Operational Oversight

Continuous Improvement

Portfolio Management

SUMMARY

Strategic operations director with 13 years guiding **enterprise governance, organizational strategy, cross functional implementation, performance management**, and executive decision support across complex public and community service environments. Converts executive priorities into clear decision rights, accountable ownership, milestones, review routines, and coordinated action across programs and administrative functions. Advises senior leaders through strategic analysis, operational oversight, risk escalation, portfolio review, and concise decision materials. Leads managers and specialists through initiatives involving service delivery, finance, workforce, technology, and external partners. Builds practical accountability systems that surface dependencies, resolve barriers, strengthen performance, and support continuous improvement. Brings sound judgment, clear communication, and sustained follow through to mission driven organizations serving diverse communities.

EXPERIENCE

Director of Strategic Operations

Northstar Human Services Collaborative 📅 February 2022 - Present 📍 Grand Rapids, MI

Direct enterprise governance, **strategic operations**, executive portfolio review, and cross functional delivery for a multi program human services organization. Advise senior leaders on priorities, risks, dependencies, performance trends, and decisions requiring coordinated action. Guide managers, specialists, administrations, and **external partners** through complex implementation work while preserving accountability and service focus.

- Converted **executive priorities** into **governance** forums, owners, milestones, and implementation plans across multiple programs.
- Advised executives with portfolio analysis that clarified tradeoffs, operational risks, **dependencies**, and performance trends.
- Led service, finance, workforce, technology, and administrative initiatives, resolving barriers across organizational boundaries.
- Established performance reviews linking strategic objectives with commitments, corrective actions, and executive follow through.
- Clarified decision rights and escalation paths for managers guiding complex implementation work across programs.
- Coordinated partners and administrations through documented agreements, **risks**, actions, and leadership decisions.

Senior Manager, Enterprise Initiatives

Michigan Community Impact Network 📅 June 2018 - January 2022 📍 Kalamazoo, MI

Managed organization wide initiatives focused on service coordination, operating consistency, governance discipline, and measurable program performance. Built executive visibility through charters, steering routines, issue tracking, milestone reporting, **strategic analysis**, and performance reviews. Connected policy, program, finance, technology, and field leaders around practical implementation plans and corrective action.

- Managed an enterprise initiative portfolio that improved service coordination and consistent program execution.
- Built governance charters, steering routines, issue logs, and milestone reports for senior leadership visibility.
- Combined program, operational, and stakeholder information into concise analyses supporting executive decisions.
- Facilitated planning sessions that aligned policy, program, finance, technology, and field leaders.
- Designed performance dashboards that surfaced delivery gaps early and assigned corrective actions to accountable leaders.
- Captured lessons from major initiatives and embedded them within planning and governance standards.

Strategic Analysis	Risk Escalation
Stakeholder Alignment	
Governance Design	
Executive Communication	
Program Administration	

LANGUAGES

English	Native
Spanish	Beginner

MY CAREER



- Director of Strategic Operations at Northstar Human Services Collaborative (4.6 Years)
- Senior Manager, Enterprise Initiatives at Michigan Community Impact Network (3.6 Years)
- Program Operations Manager at Lakeshore Public Service Partners (4.8 Years)
- Program Specialist at Civic Pathways Foundation (2 Years)

Program Operations Manager

Lakeshore Public Service Partners 📅 August 2013 - May 2018 📍 Muskegon, MI

Managed community service operations requiring coordination among program staff, administrative teams, partner organizations, and public stakeholders. Translated policy direction into operating plans, assignments, timelines, controls, and reporting expectations. Monitored service performance, led process reviews, prepared management analysis, and maintained reliable follow through across changing priorities.

- Managed community service operations across program staff, administrative teams, partners, and public stakeholders.
- Translated policy direction into operating plans, assignments, timelines, controls, and reporting expectations.
- Prepared management summaries highlighting service trends, operational risks, and decisions requiring escalation.
- Led process reviews that clarified handoffs and reduced recurring execution gaps across functions.
- Coordinated partner commitments and internal resources for multi team initiatives with unresolved **dependencies**.
- Developed staff guidance and implementation records supporting consistent execution across changing priorities.

Program Specialist

Civic Pathways Foundation 📅 July 2011 - July 2013 📍 Lansing, MI

Supported strategic projects for community programs through work planning, operational analysis, executive ready reporting, partner coordination, and project documentation. Prepared concise briefings on performance, risks, stakeholder concerns, and upcoming decisions. Built practical experience in public service operations, cross functional coordination, written analysis, and accountable follow through.

- Organized strategic work plans and analyzed operational information for community program initiatives.
- Prepared briefings covering performance, implementation risks, stakeholder concerns, and upcoming decisions.
- Coordinated program and partner meetings, translating decisions into owners, actions, and due dates.
- Maintained project records and performance data used during management and improvement reviews.
- Researched operating practices and policy considerations supporting service and administrative recommendations.
- Built foundational expertise in public service operations, analysis, and accountable follow through.

PROJECTS

Enterprise Governance Operating Model 📅 2024

Created a practical governance model connecting executive priorities with decision rights, accountable owners, review forums, milestones, risks, and coordinated implementation across programs.

Cross Functional Performance Review 📅 2021

Built a recurring performance review approach that brought program, finance, technology, and field leaders together around delivery gaps and corrective action.

LEADERSHIP & AWARDS

- Public Service Operations Excellence Recognition, 2024
- Executive Recognition for Enterprise Initiative Leadership, 2021
- Community Program Improvement Commendation, 2017

EDUCATION

Bachelor's Degree in Public Administration

Western Michigan University 🎓 GPA: 0 📅 2011 📍 Kalamazoo, MI

Coursework: *Public governance, organizational management, policy analysis, community program administration*

CERTIFICATIONS

- Certified Manager, Institute of Certified Professional Managers 📅 2020
- Bachelor's Degree in Public Administration 📅 2011

TECHNICAL SKILLS

- **Governance Tools:** Decision rights, governance charters, steering routines
- **Performance Management:** Performance reviews, corrective actions, milestone reporting
- **Strategic Planning:** Operating plans, strategic priorities, implementation plans
- **Portfolio Management:** Initiative portfolios, dependency tracking, issue logs
- **Executive Analysis:** Decision materials, briefing papers, trend analysis
- **Risk Management:** Risk escalation, barrier resolution, operational risk reviews
- **Process Improvement:** Process reviews, handoff analysis, continuous improvement
- **Stakeholder Coordination:** Partner agreements, cross functional planning, stakeholder alignment
- **Public Administration:** Public service operations, policy analysis, community programs
- **Reporting Systems:** Performance dashboards, status reporting, management summaries
- **Implementation Methods:** Accountable ownership, milestone tracking, corrective action
- **Organizational Design:** Operating models, accountability systems, coordination structures

PROFESSIONAL AFFILIATIONS

- Community Services Strategy Forum, Volunteer Facilitator, 2022 - Present
- Michigan Public Administration Network, Member, 2018 - Present

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST