



# Emily Greer

## Project Manager, Operations Support

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### SUMMARY

Experienced **project manager** supporting operational delivery, reporting, documentation, **compliance activities**, record accuracy, and **stakeholder coordination** across **professional services** environments. Analyzes business information, identifies process issues, and turns findings into practical workflow improvements. Leads priorities across cross functional teams, maintains consistent records, and prepares clear updates for internal partners. Uses Microsoft Office and business systems to organize information, support audits, track work, and inform decisions. Brings calm structure to complex assignments, combining careful analysis with direct communication and dependable follow through. Recent work has strengthened documentation practices, improved process consistency, and supported reliable operational outcomes. Ready to contribute organized project leadership, thoughtful problem solving, and useful reporting that help teams work with greater clarity and control.

### EXPERIENCE

#### Senior Project Manager, Operations Support

Northbridge Services 📅 January 2023 - Present 📍 Dallas, TX

Leads operational activities, reporting, documentation, stakeholder priorities, and continuous improvement efforts across multiple business workstreams. Supports decision making through structured analysis, clear records, and concise communication with internal partners.

- Coordinated operational priorities across stakeholders, keeping work aligned with business requirements.
- Analyzed **reporting** data and records, giving leaders clearer information for decisions.
- Standardized documentation practices, improving consistency across recurring operational workflows.
- Prepared concise updates for **internal partners**, clarifying findings, risks, and next actions.
- Resolved process issues through structured analysis, restoring steady execution across workstreams.
- Supported continuous improvement initiatives, helping teams reduce friction in daily operations.

#### Project Manager, Operations Support

Regional Solutions Group 📅 June 2020 - December 2022 📍 Plano, TX

Supported daily operational delivery, project coordination, compliance activities, reporting requirements, documentation, and workflow tracking. Connected internal teams through organized communication and practical process recommendations that supported dependable service delivery.

- Coordinated daily operational delivery, keeping project actions visible across internal teams.
- Maintained accurate documentation and tracking records for recurring business activities.
- Supported **compliance activities** and **reporting** requirements through organized evidence collection.
- Connected internal teams through timely **communication**, reducing confusion around project handoffs.
- Evaluated process issues and recommended improvements grounded in observed workflow needs.
- Used business tools to organize information, strengthen tracking, and support reliable execution.

### PROJECTS

#### Operational Reporting Framework 📅 2024

Created a practical reporting framework for recurring operational updates, record review, stakeholder communication, and process findings. Clear formats helped internal partners locate information and act with greater confidence.

#### Compliance Documentation Review 📅 2022

### STRENGTHS

- 📋 **Operational coordination**  
Kept competing priorities visible across stakeholder groups. A simple tracking rhythm helped teams make decisions with less back and forth.
- ♥ **Analytical reporting**  
Reviewed records and reporting data for internal decisions. Colleagues often sought a clear readout when details felt scattered.
- 📁 **Documentation discipline**  
Improved recurring documentation practices through consistent formats. Small changes made records easier for partners to use.
- ✅ **Compliance support**  
Collected and organized evidence for compliance work and audits. Careful preparation gave internal partners greater confidence in findings.
- 💬 **Cross functional communication**  
Connected teams through concise updates and timely follow up. A direct message often prevented a larger handoff issue later.

### SKILLS

Operations management   Reporting

Documentation   Compliance

Stakeholder coordination

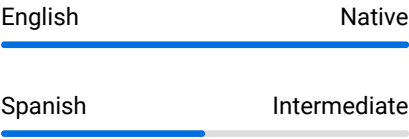
Process improvement

Microsoft Office   Business systems

Data analysis   Communication

- Organization
- Problem solving
- Record management
- Audit support
- Cross functional collaboration

LANGUAGES



MY CAREER



Organized compliance documentation and audit support materials into a consistent review process. The work made records easier to locate, compare, and communicate across participating teams.

LEADERSHIP & AWARDS

- Received senior leadership recognition for dependable operational coordination and clear internal reporting.
- Selected for project leadership recognition after improving documentation consistency across recurring workflows.
- Recognized by peers for practical problem solving during cross functional process reviews.

EDUCATION

**Bachelor's Degree in Business Administration**  
University of Texas 🎓 GPA: 3.5 📅 2020 📍 Austin, TX  
*Coursework: Operations management, business communication, data analysis, organizational leadership*

CERTIFICATIONS

- Project Management Professional 📅 2024
- Microsoft Office Specialist 📅 2023

TECHNICAL SKILLS

- Microsoft Office:** Microsoft Excel, Microsoft Word, Microsoft PowerPoint
- Reporting Tools:** Operational reports, status reports, management summaries
- Documentation Systems:** Process documentation, records management, document control
- Business Systems:** Workflow tracking, data entry, business records
- Compliance Support:** Compliance records, audit support, evidence review
- Project Coordination:** Project plans, action logs, stakeholder updates
- Data Analysis:** Record analysis, information review, trend identification
- Process Improvement:** Workflow review, process mapping, continuous improvement
- Communication Tools:** Email communication, meeting notes, presentation materials
- Operational Management:** Priority tracking, service coordination, issue resolution

PROFESSIONAL AFFILIATIONS

- Project Management Institute, professional community participant focused on practical delivery methods.
- Association for Operations Management, participant in conversations about process improvement and reporting.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST