



Candidate ID:

CANDIDATE #6-058 (Human Resources/Operations)

Candidate: Human Resources/People/Operations Professional looking for a Vice President, People & Membership/Vice President, Operations role.

Currently located in Napa, CA, open to relocation, but prefers hybrid, on-site or flex.

This candidate has broad experience across sales, marketing, and member retention in high-end wine. Additionally, they have experience and understanding of Human Resources best practices, learning and development, and employee experience. Their desire to grow leads them to seek a new role within operations management, human resources, or general management.

Top Accomplishments:

- ◊ Operational Streamlining – Championed overhaul of operations that delivered improved efficiency slashed delivery costs, achieved 10% YoY departmental growth maintained consistent annual profitability goals and provided above average net promoter scores.
- ◊ Employee Retention Improvement – Piloted promotion of a positive internal culture with the development of employee incentive programs, oversight of a companywide strategic planning retreat, and redesign and launch of Company wide training to revitalize staff focus, and alignment of processes with business goals that increased employee retention by 20%.
- ◊ Customer Service Training Program – Supported customer service managers with the creation of training programs that improved employee knowledge, facilitated cross-training, and enhanced interaction with customers to increase membership retention by 5%.
- ◊ Budget & Accounting Review – Significantly reduced discrepancies in financial reporting and recordkeeping with thorough review and assessments of processes in budget and accounting functions.

This candidate is actively on the market and open to new opportunities.

If you are interested in learning more about this candidate, please contact Leadman & Associates at: info@leadmanandassociates.com with the candidate's ID in the subject line or by calling Tonya at (717) 475-0554.