



SOUND FAMILIAR?

- Revenue is up — but margins are shrinking and you can't figure out where the money's going
- Your team knows what to do — until you leave the room
- You wrote the SOP. They read it. Nothing changed.
- You're paying someone to check that the first person did the thing they were supposed to do
- Every decision still comes back to you — can't they just figure it out?
- Admin, rework, and follow-up eating hours that should be going to clients

That's what I fix. I don't just build the process — I build the environment where your team actually uses it.

WHAT I BUILD FOR YOU

- Accountability & operating cadence
- Margin & cost visibility
- SOPs your team will actually follow
- Getting your team to execute without you in the room
- KPI dashboards & real-time visibility
- Systems, automation & AI integration

WHO I WORK WITH

- Field service (HVAC, plumbing, electrical)
- Construction-adjacent & specialty contractors
- Professional services firms
- Owner-led businesses (\$1M–\$20M+)
- Growth-stage businesses that have outpaced their structure
- Companies adding markets, services, or locations

RESULTS

- ↑**40%** faster org-wide process speed through automation & workflow standardization
- ↑**25%** improvement in reporting accuracy and compliance delivery
- ↑**100%** year-over-year revenue growth at current company
- \$10M+** revenue scaled as VP Operations across multi-market Texas

HOW I ENGAGE

Fractional / Retainer — Set hours per month + availability for key decisions. Consistent operational leadership without a full-time hire. 3–6 month minimum.

Project-Based — Defined scope, clear deliverables — workflow design, reporting systems, operating model work, and AI & automation buildouts.

Advisory — Structured guidance and accountability for leadership navigating growth or complexity.

BACKGROUND

- 20+ years in operations across service, engineering, and field-driven businesses
- Managing Director — overall operations & cadence, P&L, budget, forecasting & financial accountability
- VP Operations — scaled company to \$10M+ across multi-market Texas
- Hands-on: KPI dashboards, API integrations, AI/LLM tools, HR, payroll, AP/AR

CLIENT WORK

Window Cleaning Company

Restructured operations and built a scalable roadmap for growth — org design, role clarity, and a stage-by-stage expansion plan.

Health Services Company

Coordinated staff utilization across an expanding operation — reduced admin headcount growth while maintaining service capacity.

Regional Service Business (\$20M+ revenue)

Redirected existing admin staff into production roles — reduced COGS and improved margins without adding headcount.