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PROFESSIONAL SUMMARY

Passionate, take-charge operations executive known for leading change initiatives and developing business cultures dedicated to sustainability and innovation. Known for improving staff and team efficiency and performance -often by 2x- in the first 6-12 months leading to cost decreases, revenue increases and much higher staff engagement.

AREAS OF EXPERTISE

- **Strategic Leadership:** Consistent history of successful strategic planning and implementation to align operations with company vision and direction. Skilled in designing action plans that increase revenue, market share, cost-effectiveness, and customer satisfaction.
- **Culture Development:** Exceptionally talented at building a business culture based on respect, common goals, accountability, and mutual support. Utilize coaching and encouragement to foster employee trust, collaboration, productivity, and loyalty. Measures people performance using KPIs.
- **Operations Management:** An expert in leading projects to identify and implement process improvements and cost savings initiatives. Highly skilled in developing KPIs and creating scorecards to track business productivity.
- **Talent Development:** Documented excellence in recruiting and hiring, training, and building teams that are committed to success. Support employees in their achievements and offer opportunities for professional growth. Provide mentoring and coaching to instill an achievement-based mindset.
- **Customer Experience:** Skilled in creating customer-focused processes and teams to significantly increase customer success. Known for ability to motivate customer service teams into the highest level of performance and for developing excellent customer relationships.

CAREER HISTORY

HOW Adventures—Denver, CO | Principal (part-time)

2016—Present

Consulting and commercial real estate venture that has successfully:

- Developed an A-Z customer journey map and action plan for a global online university.
- Consulted with a short-term housing company (approx. \$150m annual revenues) that led to an interim role as #2 (see below).
- Purchased and renovated a short-term rental property that generated \$22k in rental income in the first 4 months including being recognized as a super host based upon guest feedback and satisfaction.
- Consulted on a purchase of a short-term rental and set up the property and business leading to over \$25k in rental income in the first 6 months.

Travelers Haven—Denver, CO | VP of Operations (Interim)

2016—2017

Early-stage, bootstrapped short-term housing company with approximately \$150m in revenues. Ran all day-to-day business operations including customer service teams, human resources, facilities and cross-functional teams of 50+ employees. Liaison to external legal partner and IT vendor.

- Grew the team from approximately 75 people to 100 in less than 6 months.
- Resolved a sales bottleneck by capturing best practices and re-training the team leading to more and quicker sales options available to account managers to increase speed and quantity of sales closed.
- Developed and executed plans to recapture dormant clients and grow revenue goals.
- Hired vendors and supervised all IT projects and day-to-day needs of the staff

Key Accomplishments:

- Increased the Hotel Specialist team revenue by over 50% in 2016 through restructuring the team and creating a new compensation and commission structure.
- Coordinated an office expansion, including facility selection and management, lease negotiation, space setup, and all IT infrastructure within 30 days.

CAREER HISTORY CONTINUED**DigitalGlobe—Westminster, CO | Director of Customer Experience & Sales Ops****2014—2016**

DigitalGlobe is a publicly-traded satellite imagery company of \$650m+ in revenues. Led a global technical team of 50 across Colorado, London, and Singapore in support of all post-sales activities.

- Established weekly staff meetings to include CX leaders in Singapore and London which created an open & consistent line of communication and improving response time and outcomes for all regions.
- Created an Operations Manager role on the Customer Experience team (without increasing payroll costs) devoted to developing metrics and KPIs to enhance overall customer experience.
- Built out a business intelligence and data visualization tool in Salesforce.com to bring together sales metrics (actuals, backlog, plan, and pipeline) in one place improving ability and accuracy of the sales forecast.

Key Accomplishments:

- Decreased overall customer response time by 22% over six months through implementation of KPIs.
- Customer satisfaction surveys revealed increases of 13% in "ease of doing business," 15% in "cares about customer," 19% in "customer service support," and 20% in "resolving problems quickly" areas which were the largest increases in company history to date.

OtterBox—Fort Collins, CO | Director of Strategic Projects/Customer Care**2013—2014**

OtterBox produces the #1 selling case for smart phones and tablets. Hired into a custom-made role to lead complex, project-based initiatives across diverse departments.

- Improved operational efficiency for a 400-person call center while integrating an acquired customer service department to increase KPIs while reducing costs.
- Created a one-page strategic plan for the Customer Service department to foster excitement and motivation while reducing attrition.
- Led change management and reorganization initiatives to improve business culture; hired an outside consultant to review operations and provide infrastructure and process recommendations.

Key Accomplishments:

- Leveraged e-commerce promotions to achieve \$390K in sales in 30 days while delivering \$200k in budget savings.
- Based on turnaround efforts, increased phone service level from 24% to 86%, Net Promoter Score from 59 to 70, and web response time from 18 hours to 8 hours.
- Saved \$2M annually through addressing high attrition rates.
- Delivered \$500K in annual savings through reducing average handle time (AHT) by one minute.

Boettcher Foundation—Denver, CO | Director of Administration**2009—2013**

Directed cross-functional business operations with a \$2M+ budget across Human Resources, IT, business risk, and facilities.

- Managed the complete overhaul of the entire IT infrastructure including hiring a new vendor leading to vastly improved remote work capabilities and flexibility for the staff.
- Planned the Foundation's staff retreat and facilitated a session identifying the team's strengths and blind spots helping to improve staff communication and performance.

Key Accomplishments:

- Directed the roll out of a process software to capture "what was in the heads" of the staff and get this documented thoroughly. Upon leaving, the Foundation able to reduce my position from a Director to a Manager (lowering costs) and reduce the onboarding time of new staff substantially.
- Achieved \$32K in cost savings through renegotiating business insurance, health insurance, and 401K recordkeeping.

FORMAL EDUCATION**Executive MBA, Management**

University of Miami
Coral Gables, FL

Master of Science, Sports Admin

Western Illinois University
Macomb, IL

Bachelor of Arts, Psychology

Eastern Illinois University
Charleston, IL