

AKIA TAYLOR, PMP, CSM

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BUSINESS OPERATIONS • STRATEGY & OPERATIONS • OPERATIONAL EXCELLENCE • BUSINESS TRANSFORMATION

Bringing Structure to Business Complexity

- \$2M Portfolio Leadership
- 20+ Concurrent Initiatives
- 15+ Years Experience
- Enterprise & SMB Experience

OPERATIONS

- Operational Excellence
- Business Process Improvement
- Strategic Planning
- Governance

TRANSFORMATION

- Business Transformation
- Change Management
- AI Workflow Automation
- Continuous Improvement

LEADERSHIP

- Executive Communication
- Stakeholder Management
- Cross-Functional Leadership
- Vendor Management

PROJECTS

- Jira • Wrike • ClickUp • Monday • Smartsheet

BUSINESS PLATFORMS

- HubSpot • Salesforce • Microsoft 365 • SharePoint

ANALYTICS & AI

- Power BI • GA4 • Looker • Claude • ChatGPT • Copilot

PROFESSIONAL SUMMARY

Business Operations and Transformation leader with 15+ years of experience aligning strategy, people, processes, and technology to improve organizational performance. Proven success designing scalable operating models, strengthening governance, optimizing workflows, leading cross-functional initiatives, and driving operational excellence across marketing, technology, client delivery, and consulting environments. Recognized for identifying operational gaps before they become business risks while building systems that improve accountability, execution, and long-term organizational performance.

PROFESSIONAL EXPERIENCE

Senior Business Operations Manager

Ironistic | 3/2025 - Present

12 concurrent client engagements • \$2M managed portfolio • Project values \$5K-\$2M • Website implementations ranging from 3-70+ pages

- **Provides operational leadership** across a \$2M client portfolio, strengthening governance, delivery processes, stakeholder communication, and cross-functional execution while improving organizational consistency and client outcomes.
- **Directs the full project lifecycle**, including discovery, requirements gathering, proposal development, SOW creation, scope definition, project planning, kickoff, design, development, QA, launch, and post-launch optimization while ensuring alignment with client objectives and business goals.
- **Manages project scope**, schedules, budgets, burn rates, resource utilization, dependencies, milestones, KPIs, and change requests across multiple concurrent projects while maintaining delivery priorities and stakeholder expectations.
- **Stabilizes projects experiencing delivery challenges** by improving backlog management, strengthening governance, implementing structured change control, and introducing proactive risk management practices that improved execution consistency and project visibility.
- **Leads cross-functional teams of developers**, UX/UI designers, copywriters, SEO specialists, QA analysts, vendors, sales teams, and executive stakeholders, aligning business, technical, and client priorities throughout the project lifecycle.
- **Facilitates Agile ceremonies**, including Sprint Planning, Daily Standups, Backlog Refinement, Sprint Reviews, Retrospectives, project kickoffs, and executive status meetings to improve collaboration, remove delivery blockers, and maintain predictable execution.
- **Standardizes project governance** by developing SOPs, project templates, governance documentation, executive dashboards, and reporting frameworks that streamlined delivery processes, reduced onboarding time, and improved project consistency across the organization.
- **Serves as the primary liaison** between clients, internal leadership, and technical delivery teams, ensuring transparent communication, expectation management, and successful project execution.
- **Prepares and presents executive-ready project updates**, communicating project health, budget performance, delivery forecasts, resource utilization, risks, and executive recommendations to clients and internal leadership.

Senior Business Operations Program Manager

Sagetree | 3/ 2022 - 3/2025

Web development and digital marketing agency serving enterprise organizations and local businesses

- Managed a portfolio of 20 concurrent client engagements, delivering website development, CRM, branding, and digital marketing initiatives for organizations ranging from local businesses to enterprise clients, including Comic-Con and the San Diego YMCA.
- Directed the full project lifecycle from discovery and requirements gathering through planning, development, QA, launch, and post-launch support using Agile, Waterfall, Hybrid, and Kanban methodologies.
- Coordinated 15 cross-functional team members, managing priorities, capacity, resources, and delivery schedules across multiple simultaneous projects.
- Served as the agency's operational project lead, partnering with executive leadership to oversee project execution, prioritize work, and support day-to-day business operations.
- Facilitated Agile ceremonies, leadership meetings, client reviews, project kickoffs, retrospectives, and interviews to maintain delivery cadence and team alignment.
- Managed project governance through roadmaps, budgets, KPIs, RAID logs, RACI matrices, risk management, change management, and executive reporting.
- Developed SOPs, governance documentation, dashboards, and standardized workflows that improved project visibility, onboarding, and delivery consistency.
- Prepared executive dashboards and client updates communicating project health, budgets, timelines, resource utilization, risks, and key decisions. Built trusted relationships through transparent communication, empathy, accountability, and proactive stakeholder management.

Principal Consultant | Business Operations and Transformation

Spark7 (formerly Optimize Your Spark) | 1/2015 - present

- Developed governance frameworks, implementation playbooks, and operational best practices that helped clients execute strategic initiatives with greater accountability, consistency, and measurable business outcomes.
- Led project and program management consulting engagements for entrepreneurs, authors, speakers, and small businesses, delivering operational improvements, organizational change, and strategic growth initiatives.
- Directed client initiatives from discovery and planning through implementation, developing actionable roadmaps, governance processes, and operational strategies tailored to each organization's needs.
- Designed SOPs, coaching frameworks, and training programs that improved business operations, increased organizational consistency, and equipped clients and coaches with repeatable processes for long-term success.
- Managed client engagements, administrative operations, external coaches, and business support resources while overseeing project planning, scheduling, and service delivery.
- Facilitated organizational change by helping clients overcome barriers to growth, improve decision-making, build confidence, and implement sustainable business practices.

Account Manager | Project Coordinator

Pixelsmith | 9/2021 - 6/2022

- Joined the agency to strengthen client relationships and project coordination, quickly assuming additional project management responsibilities following the departure of the Project Manager.
- Managed 5–7 concurrent web development, eCommerce, application, hosting, and website maintenance initiatives, serving as the primary liaison between clients and technical delivery teams.
- Strengthened client communication, coordinated project priorities, conducted QA, and partnered with developers to improve delivery continuity during a period of organizational transition.

Enterprise Project Leadership Experience

Microsoft • Google • Apple • JPMC • Citibank | 2009 - 2013

- Built a strong foundation in marketing through experiential campaigns, in-person brand activations, community outreach, and customer engagement, developing the communication, relationship-building, and execution skills that continue to influence my leadership style today.

CERTIFICATIONS

PMP
PMI • 2026–Present

Certified Scrum Master
Scrum Alliance • 2022–2026

Certified Business Coach
ICF • 2017–2025

Scaled Agile SAF(e)
University of California, Irvine •
2023–Present

EDUCATION

Marketing Studies
SNHU

Business Studies
Wilmington University