

Christina Harms

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I bring strong skills in project management, process optimization, and strategic planning, with a focus on streamlining operations and achieving measurable outcomes. My expertise in workflow design, team coordination, and data-driven decision-making equips me to effectively manage initiatives and deliver impactful solutions tailored to organizational goals.

EXPERIENCE

Director of Operation | Megghan Thompson Coaching

2/2020- Current

- Created and implemented over 100 operational systems, significantly enhancing efficiency and streamlining workflows across the organization.
- Assisted in refining lead vetting and call confirmation processes, resulting in a 229% increase in client acquisition within the first year.
- Designed and deployed 12+ software solutions, streamlining workflows and improving cross-functional collaboration.
- Managed the onboarding process for six new roles, ensuring alignment with organizational goals and seamless integration into operations.
- Established and tracked KPIs to monitor progress and drive data-informed decision-making.
- Directed multi-phase project planning and execution, ensuring timely delivery of milestones and deliverables.
- Developed and implemented scalable procedures to support organizational growth and client satisfaction.
- Coordinated large-scale events, both online and in-person, including the company's inaugural event, to increase brand awareness, acquire new clients and strengthen current client engagement.
- Managed exclusive membership communities by overseeing monthly payment confirmations, uploading new training materials, and executing marketing strategies to attract and retain members.

Director of Operation | Thompson Child Therapy

2/2020- 7/2022

- Promoted within seven months to lead operational strategy and team management for a growing organization.
- Implemented 30+ process improvements, enhancing operational efficiency and scaling services.
- Oversaw a nine-person team, handling HR processes, system training, and performance evaluations to foster growth and productivity.
- Managed key systems, including clinical CRM, phone platforms, and medical records, ensuring seamless functionality and compliance.
- Conducted detailed data analysis to inform leadership decisions and improve operational outcomes.
- Designed and executed a comprehensive content strategy, driving engagement through blogs, social media, and video platforms.
- Maintained the organization's digital presence by ensuring the accuracy of website content and clinician profiles.

Administrative Assistant | Cincinnati Children's Hospital Medical Center

09/2016 to 04/2019

- Provided administrative and logistical support to multiple departments, including Bone Marrow Transplantation, ensuring operational continuity.
- Coordinated complex travel arrangements, expense reports, and schedules for senior staff, streamlining operational workflows.
- Maintained and optimized a 25-schedule system for on-call rotations, training staff on usage and troubleshooting issues.
- Assisted with the organization of high-profile recruitment efforts, including scheduling, candidate communication, and expense reconciliation for an eight-day fellowship series.
- Compiled and edited academic research for publication in medical journals, supporting knowledge-sharing initiatives.
- Collaborated with clinical teams to gather and organize data required for international certification processes.

Catering Manager | Queen City Club

Cincinnati, Ohio | 09/2013 to 07/2016

- Promoted to Catering Manager in 2015 from Front Desk Manager.
- Coordinated and assisted with 1000+ corporate and private functions per year, ranging from a small 10-person family lunch to 200-person business convention.
- Created and implemented 3 separate reservation systems using Microsoft Outlook, Google Drive, and systems network to increase efficiency.
- Attentively listened then worked with members on timelines, food and beverage, and room set up, then performed post-event evaluation for improvements.
- Researched and facilitated services provided by outside vendors such as florists, musicians, photographers, AV companies, and transportation.

PR & Event Associate | Petrie & Co.

Lancaster, Ohio | 04/2011 to 09/2013

- Set up and coordinated events including WAG!Fest (www.wagfest.com) with the Event Marketing Group and Columbus Metro Parks; YPO Cincinnati; and more as a member of the events team.
- Established work relationships with dog rescues and organizations to create repeat vendors for WAG!Fest.
- Wrote copy for communications vehicles such as websites, blogs, social media, magazine articles, news releases, newsletters and emails.
- Conducted online research re: conference speakers, rates, and presentation content; assisted with travel and transportation of speakers.
- Maintained and updated databases of clients, event attendees, and membership.

Special Event & Social Media Coordinator | Americorps VISTA, Sojourners

McArthur, Ohio | 07/2012 to 07/2013

- Research, plan, execute, and evaluate new methods to increase social media reach and interaction on Facebook, Twitter, and Instagram.
- In a twelve-month period, grew their Facebook "Likes" by 321% and weekly reach by 589%.
- Working with staff to plan, execute, and then evaluate existing and new events to ensure growth and community involvement.
- Explore new ways to leverage community resources, increase community awareness of events, and increase funds raised at events.

EDUCATION

Bachelor of Science, Communications

Scripps College of Communication, Ohio University

Chillicothe, Ohio | 2011