


AnnMarie Hill

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SUMMARY

Business operations and development executive with extensive experience in developing, implementing, and leading operational strategies for both startups and global leaders in the tech industry. Expert in analyzing and designing processes for complex operational challenges.

EXPERTISE

Process Management
Scaling Global Operations
Partnership Development
Cross-Functional Teams
Data Analysis

CAREER ACCOMPLISHMENTS

- ✓ Decreased user wait time by 92% by redesigning operational processes
- ✓ Eliminated 80% of manual reporting by automating monthly client performance data analysis
- ✓ Increased new hire ramp-up speed by 70% through launch of new hire onboarding process
- ✓ Reduced manual support operations 45% by implementing various online help channels

PROFESSIONAL EXPERIENCE

2014 - 2015 **MEDIA CAUSE OPERATIONS DIRECTOR**

Responsible for designing & implementing organizational effectiveness at start-up digital marketing agency for nonprofits. Improved CEO decision-making by designing a revenue-forecasting tool & employee capacity planning model. Implemented a company-wide project management tool, resulting in quicker turnaround times for client deliverables, increased cross-functional collaboration, and individual employee efficiency gains.

2013 - 2014 **GOOGLE GLOBAL PROCESS MANAGER**

Shadowed frontline vendor agents in various global offices to understand pain points, as well as identify areas of success, both used to standardize global operational processes. Developed and launched a standardized, global quality framework for Google's vendor operations group touching upon reporting, sampling, roles and responsibilities

2011 - 2013 **GOOGLE OPERATIONS & SUPPORT MANAGER**

Managed the outsourced vendor operations & support team, responsible for providing customer support and assessing program eligibility in 15+ countries. Redesigned program's operational processes, decreasing user wait time from +60 days to under 5 days. Analyzed program metrics to identify areas for efficiency gains in operational processes, need for refresher trainings, impact of engineering/PR efforts on vendor capacity and headcount.

2007 - 2011 **GOOGLE SENIOR STRATEGIST**

Spearheaded global operations and program support for the Google Ad Grants Program. Designed a robust self-service user support model, including the customized online help center, interactive issue troubleshooter, and PDF how-to guides. Managed support CMS & knowledge base.

2004 - 2007 **GOOGLE SALES ACCOUNT MANAGER**

Managed over \$12M in quarterly revenue as an AdWords Account Manager.