



Kara Myers

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Summary

Kara has fifteen (15) years of experience, skill, and hands-on knowledge in the business world at all levels of responsibility. Holding roles from engineering co-op to business owner, Kara has worked on pivotal projects throughout her career. Kara has executed business with efficiency and providing value to customers, both internal and external. She uses her client service, management, process analysis, and technical skills to oversee consulting operations.

Select Experience

HIGH DESERT SPATIAL SERVICES

Principle

Feb 2018 – Present

Kara use her organizational and managerial skills to manage consulting operations for HD Spatial. Additionally she runs the back office handling everything from legal to HR to bookkeeping to payroll. She manages the marketing and conference scheduling as well. She is also crucial in all strategic decisions for the company as half owner.

CLASSICAL CONVERSATIONS, INC.

Support Representative

2015 – 2019

Kara was hired on initially as one of two Support Representative for Classical Conversations in the state of New Mexico. Her territory covered 2/3rds of the state requiring frequent travel but mostly remote management of 9 communities and 21 direct reports. In her first year as SR, she was one of three who met all 3 Sales Goals (Communities, Programs, Student Count). She was later named SR of the Year for the Rocky Mountain Region. Some of the many additional tasks in her role are:

- Lead and provide accountability for a team of up to 21 direct reports and 50 indirect reports in student recruitment, support and retention for 19 academic programs in New Mexico with 200+ students
- Increased customer base in New Mexico around 50% every year.
- Identify, recruit, and contract new directors.

- Guide directors and tutors to understand, utilize and promote the company product, and ensure customer satisfaction.
- Develop, implement, and maintain an effective growth, marketing and sales strategy.
- Utilize Customer Relationship Manager (CRM) to track leads and customers.
- Direct the coordination and management of events supporting products, such as an annual three-day conferences and 30+ information meetings throughout the territory.
- Solicit sponsors and donations to augment a tight budget and provide a quality event.
- Identify, recruit, and cultivate relationships with book sales representatives, event speakers, trainers and educational camp leaders.
- Communication liaison keeping company fully informed of all activities and plans throughout the territory which affect the marketing and/or sale of products or services.
- Conflict resolution for escalated customer interaction on customer problems, concerns and complaints.
- Conduct online training via GoToMeeting and Zoom products for staff and customers.
- Develop and implement training events for directors, tutors and customers.
- Mentor new Support Representatives.

THE HOME DEPOT (STORE OPERATIONS DIVISION)
Operations Business Analyst, Labor Department
2004 – 2005

Kara was an Analyst on Project LEAP. LEAP was a million dollar project to overhaul the labor standards for all THD stores in the US and Canada using time studies, surveys of customer service and pre-determined time standard software.

- Personally developed standards for 10 out of 25 total departments.
- Identified process improvements that would result in over \$26 Million in savings annually.
- Responsible for an in depth driver analysis that justified the transition to a new labor driver despite established practice of 25 years.
- Acted as a Labor SME for several Six Sigma Black Belt projects and other project teams with the Operations Division.

DELTA AIR LINES (TECH-OPS DIVISION)
Engine Maintenance Costing and Planning Engineer
2001 – 2003

In the aftermath of 9/11, as the airline industry suffered lack of ridership. This made Delta's additional revenue stream of engine repair from other airlines a driving financial concern. Kara was at the forefront of the effort to make this operation more profitable.

- Developed process for costing Delta engines and then developed and maintained a Monthly Costing Report based on the new process.
- Created a Price Catalog for the PW2037, PW4000 and the CFM56-3 engines that was used for flat-rate insource bidding.
- Created a modular analysis for the PW2037 engine that was being used to streamline the repair process and win profitable contracts.
- Updated and streamlined the Profitability Report Process which created visibility to profit margins on all insourced engines and all major contracts.
- Responsible for recruiting, supporting and mentoring Industrial Engineering Senior Design teams from Georgia Tech. Both teams received a grade of 'A'.
- Completed Six Sigma Green Belt Training and Project Management Training.

GEORGIA TECH RESEARCH INSTITUTE (GTRI)
Systems Engineering Division Student Assistant/Co-op
1996 – 2000

- Leader/Facilitator of Return On Investment (ROI) database group.
- Successful development and maintenance of ROI process software tool that was later assimilated throughout the company.
- Member of the million dollar Y2K task force that inventoried all government offices in the state of Georgia for Y2K compliance.

Education

BS – Industrial Engineering, Georgia Institute of Technology (Dec. 2000)