

TINA YAROVSKY

5001 N. Wolcott #102 – Chicago, Illinois 60640
219.793.3304 – tyarovsky@sbcglobal.net

PROFILE

Globally focused operations director with significant experience in human resources, recruiting, training and development, internal communications, knowledge management, project management, web content management, and cross-functional team leadership. Adaptable, articulate, and passionate leader with polished public speaking and engagement skills, extensive writing experience, and fluency in French. Experience working in multinational environments, including software and philanthropic consulting firms. Active Board Member at Chicago-based elementary school. Exposure to the non-profit sector.

AREAS OF EXPERTISE

- Building & Managing Teams
 - Fluency in French
 - Human Resources & Employee Development
 - Recruiting & Onboarding
 - Cross-Functional Team Leadership
 - Corporate Communication
 - Public Speaking Skills
 - Fundraising/Development
 - Knowledge Management
 - Knowledge-Centered Support (KCS) Methodology
 - Information Management
 - Training & Development
 - Project Management
 - Global Customer Support
 - Learning Management Tools
 - Web Content Management
 - SharePoint & Google Sites
 - Webinar & Computer-Based Training Development
 - Translation & Localization
 - Start-Up Firm Management
 - Non-Profit Board Service
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PROFESSIONAL EXPERIENCE

GRENZEBACH GLIER AND ASSOCIATES (GG+A), Chicago, IL

2014 – 2018

Leading philanthropic consulting firm that provides best practices counsel on fundraising for major non-profit institutions in the education, healthcare, arts and culture, and voluntary sectors.

Chief Administrative Officer

Senior leader providing executive oversight of firm-wide operations and administration, including human resources, recruiting, training, onboarding, IT, knowledge resources, and office administration.

- Established recruiting strategy to identify and onboard 20-30 full-time employees per year; oversaw onboarding program to acclimate, train, and improve success rates of new hires, including launching a monthly consultant training series; actively mentored support staff and developed new talent.
- Strengthened employee retention strategy by revamping employee benefit suite; worked with HR Manager to reconfigure health insurance plan designs, increased employer 401(k) match, instituted wellness program, and diversified corporate philanthropic and culture-building activities.
- Analyzed incentive structures for consultants and staff to ensure alignment of goals and rewards.
- Improved knowledge transfer and communications between leadership and staff by establishing monthly Chicago Staff Meeting series and overseeing semi-annual global Staff Conferences for 70+ employees.
- Guided knowledge management team in building more intuitive corporate Intranet and improving document retrieval; overseeing complex migration of over 180,000 documents to a cloud-based SharePoint platform.
- Developed and improved processes for more efficient handling of operational functions, including strengthening firm-wide data model to enable cross-system reporting.
- Managed marketing and business development functions for two years; improved proposal development life cycle and win rate; defined CRM policies and processes; strengthened online social media presence; managed planning/design phase of website overhaul; developed case studies leveraged in ad campaigns.

Software development firm that creates sophisticated electronic futures and options applications. Company grew from 12 to 400+ employees in the US, Europe and Asia from 1997 to 2014.

Vice President, Online Support Services, 2011 to 2014

Built and managed the vision and strategy for TT's support web presence, including knowledge management, content management, user forums, customer education, and search.

- Implemented a Knowledge-Centered Support (KCS) methodology to improve support efficiencies and customer satisfaction, resulting in a 300% increase of knowledge article creation.
- Defined processes for and implemented ITIL-based Incident and Knowledge Management suite (ServiceNow) and Web Content Management System (EPiServer) to serve as a foundation for support web presence.
- Established a weekly support newsletter to aggregate critical news and reduce customer-facing email by 50%.

Vice President, Knowledge and Learning Solutions, 2006 to 2011

Defined and implemented a company-wide training, documentation, and information management strategy. Directed a team of 12 instructional designers, technical writers, and a business analyst.

- Launched comprehensive e-learning program to educate global customers and employees on TT's software suite. Program included computer-based training modules (CBTs), recorded webinars and hands-on technical labs.
- Implemented global Learning Management System for employees in 11 offices in the US, Europe and Asia.
- Developed employee on-boarding programs for Support, Sales and Engineering departments.
- Improved Knowledge Base search and retrieval functionality through selection and implementation of third-party search tool. Developed metrics and incentive programs to facilitate successful adoption.
- Implemented Coveo enterprise search tool and SharePoint front-end structure to improve internal efficiencies.
- Managed product documentation program, including rollout of Web-based Help and product manuals.
- Project managed Japanese software localization initiative, including translation of online documentation. Defined cross-departmental workflow and processes. Selected and implemented localization software solution.
- Initiated internal e-Newsletter to improve internal communication.

Vice President, Support Operations, 2003 to 2006

Managed global customer service knowledge base, customer portal, and training program with a staff of seven.

- Defined requirements and managed development of a Knowledge Base for global use by customers and employees. Resulted in efficiencies due to improved knowledge-sharing and effective customer support.
- Assessed needs and launched an instructor-led technical training curriculum for global customer base.
- Developed and edited employee training resources, including tech labs, instructor-led training and CBTs.
- Designed and deployed a Customer Portal and a Developer Website, containing key customer-facing resources. Improved self-support model by making relevant, updated information available online.
- Authored Customer Advisories (email communiqués containing critical information about products).

Vice President, Human Resources, 2000 to 2003

Developed, published and implemented HR policies and procedures globally; conducted recruiting.

- Implemented long-term employee retention and internal communication strategies.
- Controlled rising costs of employee benefits suite by restructuring benefits plan.
- Developed the firm's first employee handbook.

Senior Executive Assistant to CEO and Board of Directors, 1998 to 2000

Assisted CEO with special projects, including developing sales procedures, developing pricing models, and authoring website content. Administered global Software License Agreements and managed product licensing.

Accounting and Administrative Assistant, 1997 to 1998

Performed accounts payable/receivable and treasury functions. Increased revenue by implementing billing controls; lowered costs by developing purchasing controls. Coordinated third-party marketing and PR activities.

FIMAT USA, INC., Chicago, IL
Chicago branch of French-headquartered futures brokerage firm.

1996 – 1997

Administrative Assistant to General Manager

BANQUE DE GESTION PRIVEE, Paris, France
French investment bank; subsidiary of Crédit Agricole.

1995

Intern for Director of Communication

Compiled daily press reviews by examining French newspapers and organizing articles about competitors and financial trends. Wrote extensive internship report (in French) detailing work experiences and cultural differences.

EDUCATION

KELLOGG SCHOOL OF MANAGEMENT, NORTHWESTERN UNIVERSITY, Evanston, IL **2000 - 2003**

Master of Business Administration (MBA) with majors in Management & Strategy and International Business.

- Global Initiatives in Management: International study in China.
- Completed degree while working full-time; self-financed 100% of education.

VALPARAISO UNIVERSITY, Valparaiso, IN

1992 – 1996

Bachelor of Arts, *summa cum laude*, with majors in International Economics & Cultural Affairs and French.

- Christ College Scholar (Interdisciplinary Honors Humanities Program).
- International Studies and Internship Program in Paris, France.
- Fulbright Alternate (Switzerland); Outstanding Leadership Award; Outstanding Senior French Award.

ALLIANCE FRANCAISE, Rouen, France

June 2018

Successfully completed month-long upper intermediate B2.3 French course in Rouen, France.

OTHER DATA

- Polaris Charter Academy Board Member; Secretary
- Valparaiso University Christ College Alumni Advisory Board
- Former Coveo Customer Advisory Board member
- Greek Orthodox Church newsletter editor
- Condominium association president
- Former speech and debate coach of nationally ranked high school team