

# NALANI YORK

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## FRACTIONAL OPERATIONS, AI-POWERED SYSTEMS, REMOTE TEAMS

### *Strategic Leader with 20 Years of Experience in Startups, Tech, and Professional Services*

Seasoned operations leader with 20 years of experience embedding with fast-moving organizations as a fractional COO, integrator, and chief of staff. Specializes in removing founders from the bottleneck — building people structures, designing scalable processes, and implementing AI-powered systems that let businesses grow without the chaos. EOS-certified integrator with a proven track record across startups, tech, and professional services.

- ✦ **Strategic Leadership:** Partnered with executive leadership to design revenue growth frameworks that optimized resource allocation, improved team performance, and accelerated business development outcomes.
- ✦ **Operational Excellence:** Overhauled the CRM system end-to-end, securing 30% cost savings and eliminating redundant technology across the organization.
- ✦ **Program Delivery:** Launched a cross-functional learning and development program through career pathing and structured coaching, driving a 50% internal promotion rate across the team.
- ✦ **System Optimization:** Led the full implementation of Zoho One, reducing sales cycle time and improving operational efficiency by 30% across the organization.

## CORE COMPETENCIES

Fractional COO & Integrator (EOS) • Operations Management • AI-Powered Systems & Automation • Strategic Leadership • Business Process Improvement • SOP Development & Systemization • Cross-Functional Team Leadership • Revenue Growth & Business Development • Executive Communication & Stakeholder Alignment • Data-Driven Decision-Making

## PROFESSIONAL EXPERIENCE

### **The Future-Ready Institute**

**2022 – 2026**

*A workforce development firm equipping organizations to thrive in the future of work through dynamic speaking engagements, tailored training programs, consulting, and strategic advisory services.*

#### **Director of Operations**

- **Owned annual strategic planning** with the CEO, setting organizational priorities, defining OKRs, and translating vision into a quarterly execution roadmap across all business units.
- **Aligned strategy, programs, and processes** through the Entrepreneurial Operating System (EOS) framework, collaborating with cross-functional teams (HR, Business Development, Client Experience) to optimize project delivery and drive sustainable growth.
- **Scaled program delivery to 40,000+ global participants annually** across keynotes, workshops, and trainings, managing logistics, vendor relationships, and cross-functional coordination end-to-end.
- **Managed a team of 5–7 direct reports** and contractors, establishing accountability structures, performance check-ins, and individual development plans in a fully remote environment.
- **Served as primary buffer and integrator for the CEO**, fielding operational decisions, managing stakeholder relationships, and ensuring nothing touched the CEO's desk until it was decision-ready.
- **Implemented AI-powered tools and automations** to streamline client intake, communications, and internal workflows, reducing manual administrative burden and increasing team capacity.
- **Oversaw sales, administration, and client experience functions**, ensuring departmental goals aligned with company-wide revenue and growth targets.

### **SkillCycle (Freelance)**

**2021 – Present**

*A performance development platform connecting personalized coaching, learning, and real-time feedback to empower professionals and drive organizational growth.*

#### **Leadership, Career, & Performance Coach**

*Delivering personalized leadership development coaching to professionals across various industries.*

- **Conducted over 800 coaching sessions annually**, focusing on manager development, leadership agility, and performance enhancement, contributing to clients' professional growth and organizational success.
- **Integrated life and career coaching strategies**, enabling clients to achieve sustainable success and well-being by aligning personal ambitions with organizational objectives.
- **Empowered clients to enhance leadership capabilities**, improve performance metrics, and navigate career milestones through actionable strategies, utilizing real-time performance analysis and feedback.

**Mosaic Consulting Group** **2014 – 2022**  
*A workforce solutions professional services firm that optimizes UKG systems through implementation, strategic consulting, and managed services.*

**Sr. People Operations Manager**

*Selected to lead the functional consulting practice, achieving the highest employee engagement scores while developing people-focused strategies to enhance employee experience, drive engagement, and align talent development with organizational growth.*

- **Oversaw a \$5MM consulting practice supporting over 300 clients**, leading a remote 20-person team of consultants, project managers, and subject matter experts.
- **Consistently delivered projects on time and within budget**, maintaining a 94% customer CSAT score by setting clear milestones, tracking progress closely, and addressing scope changes or risks early.
- **Provided real-time problem-solving** and escalation management, proactively identified project issues, and orchestrated resources to implement corrective actions, ensuring client success.
- **Championed team development** through structured performance reviews, targeted skill-building programs, career pathing, and coaching, improving eNPS, boosting engagement, cutting turnover by 20%, and accelerating consultant growth by 50%.

**Practice Manager**

*Recruited as the first Practice Manager, driving hyper-growth during the organization’s infancy by leading 20 consultants across 5 key practice pillars, achieving a 40% gross profit margin, and earning the WOW with Service and MVP awards.*

- **Managed practice operations across 5 key pillars**, achieving a 40% gross profit margin and a 90% employee retention rate.
- **Grew a cross-functional consulting practice from \$3MM to \$12MM**, leveraging organizational development strategies.
- **Reduced employee turnover by 20%** through data-driven employee engagement and leadership development enhancements.

**OTHER EXPERIENCE**

<b>Project Manager – Equifax</b>	2013 – 2014
<b>Executive Relationship Manager – Ultimate Software</b>	2010 – 2013

**EDUCATION**

**Bachelor of Arts, Communications** – California State University, Long Beach

**TECHNICAL SKILLS**

Salesforce • Workday • UKG Pro • Zoho One • Airtable • Dubsado • ClickUp • Notion • Google Suite • Microsoft 365

**AI & AUTOMATION TOOLS**

ChatGPT (GPT-40) • Anthropic Claude • Manus • Perplexity • Gemini • Microsoft Copilot • Zapier