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**RELEVANT
EXPERIENCE:**

ONFLEET

SAN FRANCISCO, CA/REMOTE

Head of Operations

NOV 2016 - CURRENT

- Working within a B2B SaaS company experiencing 10%+ top-line growth m/m
- Currently manage needs for team of 17, including 4 remote team members.
- Full-cycle recruiting experience including creation of a job description, screening, interviewing, and hiring
- Support CEO with ad-hoc projects, fundraising documentation, and workplace needs
- Implemented structured OKRs for first time across all departments and company-wide
- Developed internal team wiki including all relevant policies, processes and updates for onboarding use and team success
- Accounting including tax prep, Quickbooks, Abacus expense software and invoicing
- Implemented first 401k program company-wide
- Payroll and benefits administration via payroll provider, Gusto
- Recruiting, sourcing and pipeline management support to hiring managers
- Onboarded 50% of current team including creating onboarding documentation for new hire use as well as internal processing for onboarding flow
- Responsible for creation and dissemination of weekly Onfleet newsletter to 7,000+ subscription list via Mailchimp
- Owner of monthly financial data including MRR, Churn and Expansion from multiple revenue sources as well as P/L and Balance sheet prepared quarterly
- Manage company Twitter with weekly update cadence executed through Buffer and managed via Google Sheets
- Work in conjunction with Sales Team to connect prospective sales opportunities solicited via marketing channels
- Working with external PR agencies to source interest and publication for Onfleet press releases and milestone announcements
- Project management experience and extensive long-form writing including supporting team members with O-1 visa applications, developing marketing plan for first full-time hire, and creating first employee handbook
- Work closely with Design Team on company visuals including logos for printed items, office aesthetics, and branded materials

TASKRABBIT

SAN FRANCISCO, CA

Customer Support Manager

JAN 2014 - NOV 2016

- Focused on team facilitation, efficiency and management initiatives within CS dept.
- Experienced at rapid growth, data driven startup - 10% growth m/m for the past 18 months and doubled in revenue since January 2015. CS team grew by 9x since start of employment
- Familiarity with multi-device experiences and mobile apps – position required in-depth knowledge of Client app (iOS, Android), Tasker App (iOS, Android), Mobile web, and web
- Managed day-to-day scheduling for 35 employees across two countries, four offices and three time zones
- Experienced creating OKRs, KPIs, timelines for goal implementation and measuring success of programs
- Successfully assimilated US and UK support experiences into one global experience with parity in Q2 2016
- Worked cross functionally with key stakeholders to ensure support team understood app updates, feature releases, known bugs, etc.
- Directly managed a team of 6 in-house specialists and one remote London employee
- Q2 2016 focus on team efficiency – built out utilization model for agent staffing forecasting, developed staffing heat maps for live channels, forecasted contact volume and facilitated team goal setting for Q2 SLAs.
- Managed pilot program to implement remote contract agents including process plan, hiring timeline, hiring pipeline communication, and interviewing
- Specialized in creating and conducting effective employee training and the development of programs that improve efficiency and work quality, increasing employee satisfaction and

- retention rates among team
- Managed a 140-person pipeline, securing two NYC specialists remotely within a 2.5 week timeframe in Q1 2016
- Experienced in travelling to onboard and train new team members who work remotely

OOSHIRTS/SHIRTS.IO

BERKELEY, CA

Account Specialist - Marketing & Sales Team

FEB 2013 – JAN 2014

- Handled all Shirts.io direct customer interaction and account issues via phone calls (RingCentral inbound and outbound system), chats (Pidgin) and emails (Salesforce – Desk, Google, and MailChimp)
- Assessed customers’ interest in service through gatekeeping sales e-mails and phone appointments
- Developed an understanding of integrating e-commerce platforms including Storenv, Shopify, and BigCommerce using the Shirts.io application
- Created and rank technical troubleshooting tickets to dev team for resolution via Github
- Worked with sales/dev teams to enhance the user experience
- Created a Storenv e-commerce storefront, including t-shirt designs, branding, and marketing materials to help showcase the app to Storenv and other potential e-commerce partners
- Developed user personas and re-organized website to target emerging markets
- Maintained on-going B2B partner relationships through account management

CLARITY WAY - DRUG AND ALCOHOL REHAB FACILITY

HANOVER, PA

Marketing Manager

MAY 2011 – SEPT 2012

- Created company’s first in-house PR structure
- Developed one year marketing strategy to increase national visibility
- Coordinated on-site news interviews and publicity pieces including shooting, interviewing and final production approval
- Integrated media lists and media list building into communications and PR strategy
- Aided in the launch of Iron Ridge Recordings record label and first album release
- Optimized social media including Twitter, WordPress blog, and Facebook page and increased social media presence by 100%+ in first month
- Wrote weekly original website copy and edited existing copy for content, design and readability
- Worked in conjunction with external web company to update and maintain two substance abuse blogs

FAMILIAR

TOOLS:

Buffer	When I Work	Twitter
Greenhouse	Zapier	Intercom
Mailchimp	Slack	Small Improvements
LinkedIn	Google Docs	Stripe Payments
ShiftPlanning	Zendesk	QuickBooks
Trello	GoodData	Looker

ACCOLADES:

2016 Lesbians Who Tech – Oakland Committee Member
 Winner of the Q3 2015 TaskRabbit Culture Rock Star Award
 Winner of the 2014 TaskRabbit QA Bug Bash - 107 actionable bugs before release

HOBBIES:

Making my own cold brew coffee, writing romance novels, traveling, spending time with my puppies, and playing pool.

EDUCATION:

THE PENNSYLVANIA STATE UNIVERSITY
 B.A. in Public Relations
 Minors in Sociology and International Studies

UNIVERSITY PARK, PA
 MAY 2011