

Lilian Wanjiku, Operations Manager

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PROFESSIONAL EXPERIENCE

Synapse Energy Economics Inc., Cambridge, MA. *Operations Manager*, May 2023 – Present

- Coordinate with project managers and proposal lead on day-to-day activities of project lifecycle
- Provide system administration and identify, plan, implement and maintain various business systems.
- Oversee office administration performed by Operations Associate
- Document processes and operation procedures
- Troubleshoot challenging project setup maintenance and timekeeping in our various systems.
- Interface with IT provider regarding support issues and provide support/guidance for operations and consulting staff

Valley Solar, Easthampton, MA.

Operations Manager, October 2017 – April 2023

- Oversaw Company's job queue to ensure consistent flow of ready to install projects.
- Created and executed new operation procedures that resulted in an increase of ready to build projects.
- Liaised with the production team to ensure awareness about each township's requirements for Solar installations.
- Communicated with incentive providers in the state to ensure the company had the most up to date information regarding available incentives.
- Ensured that all company permitting operations complied with state and local laws.
- Oversaw and managed company's migration to the Salesforce platform.
- Updated company's handbook policies regarding workplace diversity

Aveanna Healthcare, Springfield, MA

Client Service Supervisor, November 2016-October 2017

- Managed the scheduling and coordination for 70 pediatric patients.
- Recruited nurses each month to ensure patients were adequately staffed.
- Assisted in orienting and training new staff members.
- Submitted weekly payroll on behalf of caregivers.
- Coordinated staffing needs according to branch location guidelines.
- Maintained an active involvement in issues of cost and effectively utilized cases when assigning nurses.
- Maintained an excellent rapport with patient's caregivers

RGS ENERGY, Bloomfield, CT

Project manager, December 2014-November 2016

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- Oversaw Subcontractor Solar installations in the New England region.
 - Carried out initial assessment and analysis of each project before assigning subcontractors.
 - Examined engineering drawings and wrote contracts for each project.
 - Enhanced revenue by subcontractors within the first six months.
 - Liaised with quality assurance to personnel to perform assessment to ensure quality Solar installations.

EDUCATION

Mount Ida College, Newton, MA.

Bachelor of Science in Business Management, 2013

Resume updated June 2023