



# Juliet Ross

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Results-oriented achiever with proven ability to exceed targets and drive success in fast-paced environments. Combines strategic thinking with hands-on experience to deliver impactful solutions and enhance organizational performance.

## Work History

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### Senior Operations Manager    *Constellation Software Inc., New York, NY | March 2025 - Current*

- Boosted team member productivity by enhancing performance monitoring and instituting motivational approaches.
- Planned, designed, and scheduled phases for large projects.
- Coordinated with cross-functional teams to resolve project issues and mitigate risks.
- Tracked project and team member performance closely to quickly intervene in mistakes or delays.
- Drove process improvements and transformations to organization by leading Asana implementation, streamlining client onboarding processes.

### Operations Manager    *Constellation Software Inc, New York City | May 2023 - Current*

- Oversaw all Project Managers and managed updates to processes and documentation
- Transitioned 250+ accounts to GA4 in 2 months, enhancing data accuracy and reporting
- Boosted team productivity, resulting in additional Project Manager hires and early project launches
- Streamlined and updated 10+ company processes, significantly improving operational efficiency
- Worked extended hours and weekends to ensure successful high-priority client launches
- Directed cross-functional teams to deliver complex projects on time, consistently exceeding client expectations

### Senior Project Manager    *Sharingbox, New York City | June 2022 - May 2023*

- Coordinated staffing, scheduling, and logistics for 250+ events, ensuring seamless operations
- Led client relations and managed project lifecycles, enhancing operational efficiency
- Collaborated with CEO on marketing strategies, improving workflow between teams
- Forecasted resource needs, boosting profitability and event execution

### Senior Marketing Communications Manager    *LastLeaf, Beverly Hills | December 2020 - July 2022*

- Prepared cross-platform social media promotions, capitalizing on strengths of each site to effectively reach target audiences.
- Supported internal teams with knowledgeable communications and marketing advice, helping each meet targets while maintaining cohesive organizational strategy.
- Led strategic development and implementation of clients' branding and marketing plans.

## Education

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**B.A. in Marketing Communications**    California Lutheran University, Los Angeles, CA | January 2021