

## **Sarah Hamilton**

Program & Operations Manager | Implementation, Enablement & Analytics | Systems Builder

Houston, TX | Remote

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### **PROFESSIONAL SUMMARY**

Program & Operations Manager with experience translating strategy into execution across complex, cross-functional environments. Skilled at building operating rhythms, improving workflows, managing stakeholders, and creating scalable systems that reduce friction and improve execution. Background spans education, nonprofit, entrepreneurial, and customer-facing environments, with strengths in onboarding, enablement, documentation, change management, and data-informed decision-making.

### **CORE COMPETENCIES**

- Program Management
- Operations Management
- Implementation Planning
- Onboarding & Enablement
- Process Improvement
- SOP Development
- Operating Rhythm & Governance
- Stakeholder Management
- Cross-Functional Execution
- Change Management
- Learning Operations
- Data-Informed Decision Making
- Customer Experience
- Documentation & Playbooks

### **PROFESSIONAL EXPERIENCE**

#### Learning Program Lead / Montessori Guide, Bezos Academy | Houston, TX

August 2022 – July 2026

- Managed and coached a team of 6 while coordinating daily program operations, stakeholder communication, documentation routines, and execution planning across 50+ internal and external stakeholders.
- Drove standardized readiness-assessment outcomes from 13% to 92% by using data tracking systems to guide intervention planning, team coaching, and execution cadence.
- Contributed to the development, maintenance, and performance tracking of onboarding materials, learning resources, and operational standards
- Partnered with site and regional leadership to translate organizational priorities into execution plans, timelines, and performance indicators
- Tracked progress, surfaced risks, and supported follow-through to maintain operational momentum across team priorities
- Led rollout and adoption of new learning systems and operational workflows, supporting readiness, training, and sustained usage across teams
- Supported continuous improvement efforts by identifying gaps in processes, documentation, communication, and execution cadence

#### Founder & Director of Operations, Brothers In Lawn | Houston, TX

May 2020 – January 2024 | Concurrent Venture

- Founded and scaled a subscription-based service business from \$35K to \$105K in annual revenue while serving 800+ unique clients and 250+ recurring customers at peak
- Reduced onboarding time from approximately 48 hours to minutes by designing automated website workflows, standardized intake systems, and customer communication processes
- Increased operating margin from deficit to approximately 60% profit through vendor renegotiation, wholesale procurement strategy, waste reduction, and resource optimization
- Built repeatable SOPs for scheduling, customer communication, quality control, vendor coordination, and service delivery
- Used customer feedback, retention patterns, and operational data to improve service consistency, reduce friction, and support recurring revenue growth

#### Lead Educator & Learning Program Lead, The Fay School | Houston, TX

July 2020 – July 2022

- Designed and implemented structured learning programs aligned with organizational goals, learner outcomes, and stakeholder expectations
- Led and coached educators, supporting performance improvement, consistency of execution, and cross-functional alignment
- Partnered with families and school leadership as key stakeholders, ensuring clear communication, trust, and shared expectations
- Supported documentation, planning, and communication routines that improved program consistency and day-to-day execution

#### Educator & Technology Trainer, Concord College of Sino-Canada | Fuzhou, China

August 2018 – July 2020

- Led adoption and training for new educational technology platforms, improving productivity and instructional consistency
- Designed and delivered virtual and in-person training programs for diverse, cross-cultural teams
- Supported stakeholders through change management during rapid operational and technological transitions
- Strengthened learner engagement through structured digital learning tools, interactive content, and clear implementation support

#### Preschool Program Lead & Coordinator, St. Paul's Preschool | Houston, TX

October 2012 – July 2018

- Led learning programs within a standards-driven environment, supporting language development, social-emotional growth, and consistent learner outcomes
- Guided organization through NAEYC accreditation, coordinating documentation, evidence collection, timeline management, and readiness activities
- Mentored educators in instructional planning, classroom management, inclusive practice, and execution consistency
- Built strong family and community partnerships through structured communication and engagement initiatives

#### Client Experience & Training Specialist, Truluck's Steak & Crab House | Houston, TX

March 2011 – October 2014

- Delivered onboarding and ongoing training for new hires in a high-performance, customer-focused environment
- Developed communication and service training resources to improve consistency and customer experience
- Built strong client relationships through consultative communication, needs assessment, and service recovery
- Supported operational standards and quality assurance through training, coaching, and daily execution support

### **EDUCATION**

Bachelor of Arts, History & Political Science

North Central College | Naperville, IL

### **CERTIFICATIONS**

Google Project Management Professional Certificate — Google / Coursera

HackerRank SQL Basic Certificate

### **TECHNICAL SKILLS**

- SQL Basic
- Power BI, in progress
- Google Workspace
- Microsoft Office
- Asana
- Jira
- Salesforce
- Workflow Documentation
- Program Documentation
- Learning & Content Systems
- AI-Assisted Productivity Tools