

Laura Crowell

Director of Operations

Contact

2114 S Crystal Lake Dr
Orlando, FL 32806
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Education

University of Central Florida
Orlando, FL
Bachelor's Degree

Key Skills

Contracts & Licensing
Project Management
Budget Planning
Training
Logistics
Salesforce
Marketing, & Social Media
Microsoft Office Suite
Ivans
Communication
Problem-solving

Licensing

220 License
Notary

Objective

Analytical, organized, and detailed oriented upper-level administrative professional, with over 40 years' experience in fast paced environments. Collaborative team player with ownership mentality and a track record of delivering the highest quality strategic solutions to resolve challenges and provide service to our customer base.

Experience

May 2022 to Present
Director of Operations • RapidSpect, LLC

December 2011 – April 2022
Agency Services & Compliance Supervisor • Lighthouse Prop Ins Corp

April 2002 – September 2011
Executive Assistant & Marketing Coordinator • Braishfield Associates

Responsibilities

Overseeing daily operations, ensuring compliance with company and state regulations, and providing exceptional customer service. Also responsible for analyzing data and developing strategies to improve departmental performance. Key strengths include multitasking, problem-solving, organizational skills, and strong computer proficiency. Relevant expertise includes lead generation, networking, negotiation, event planning and writing training guides.

Communication

Implemented new procedures and technologies that improved efficiency and streamlined operations. Currently creating social media posts for LinkedIn and Facebook. Coordinating special projects, social gatherings and "lunch & learn" events.

Leadership

Successful at leading a team to exceed goals and expectations while maintaining excellent customer service and positive team spirit. Allowing all team members to have an equal voice in making important decisions. Able to motivate others to achieve positive change with challenges.