

# Sasha Saintil

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## EXECUTIVE SUMMARY

A strategic and results-driven operations leader with expertise in optimizing workflows, leveraging data insights, and implementing technology solutions to enhance efficiency and client experience. Skilled in CRM and EHR system integration, KPI tracking, and cross-functional team leadership, with a proven ability to improve operational performance and drive revenue growth. Seeking remote or hybrid roles preferably.

## KEY SKILLS

- Data Analysis & KPI Reporting
- Customer Success & Client Experience Optimization
- CRM & EHR Systems Implementation
- Workflow & Process Improvement
- Business Intelligence & Forecasting
- Cross-Functional Team Leadership
- Financial Planning & Budget Oversight
- Project Management & Technology Integration
- Revenue Growth & Lead Conversion Strategies
- Stakeholder & Vendor Management
- Compliance & Risk Management (HIPAA, OSHA)
- Marketing Performance Analysis

## EDUCATION

**Bachelor of Science in Project Management, Information Technology.** Broward College (Anticipated 12/2025)

- *Relevant Coursework: IT Project Management, Advanced CRM Strategies, Financial Management in IT, Data Analysis Techniques, Systems Analysis and Design, Network and Security Fundamentals, Strategic IT Sales Management, Workflow Automation Technologies*

## RECENT WORK EXPERIENCE

Solee Cosmetic Surgery (Innovative Start-Up)

04/2025 - Present

### Executive Practice Manager

- Managed the operational launch of a new cosmetic surgery and medspa clinic, securing a \$900K initial investment and generating \$300K in revenue within six months, establishing a foundation for scalable growth.
- Built and implemented streamlined systems, workflows, and SOPs to enhance patient experience, improve lead conversion, and ensure full compliance with Department of Health regulations and safety standards.
- Led the implementation of PatientNow (EMR) and Kommo (CRM), integrating scheduling, billing, and lead management to improve operational efficiency, client engagement, and data visibility.
- Partnered with Broward Health Medical Center to secure a formal patient transfer agreement, strengthening compliance, increasing clinic valuation, and supporting operational readiness.
- Developed data-driven KPI dashboards to track patient retention, treatment acceptance, lead conversion, and revenue performance, providing insights to guide strategic decision-making and marketing efforts.
- Directed and supported a cross-functional team of clinical and administrative staff, overseeing surgeon credentialing, operating room readiness, and emergency response protocols while driving accountability, training, and professional development.

Centner Wellness Miami

07/2024 - 04/2025

### Center Manager

- Oversaw daily operations at a 15,000 sq. ft. biohacking and biotechnology wellness center, collaborating with the COO to refine and implement scalable business strategies for optimal growth.
- Developed and launched a customized CRM and booking system, enhancing client engagement and operational workflow, which contributed to a 20%+ increase in client retention within the first year.
- Led a team of 25+ employees in a startup environment, applying Leadership, Management, and Accountability (LMA) standards to boost staff productivity and performance by 15%+.
- Managed an annual budget exceeding \$500,000, focusing on strategic financial planning and cost control measures that resulted in a 10%+ reduction in overhead costs.
- Analyzed client feedback and operational metrics to drive continuous improvement, leading to enhanced client satisfaction and more efficient service delivery.

MasTec Duration

04/2024 - 08/2024

**Project Coordinator (Internship)**

- Assisted in managing timelines and budgets for telecommunications projects, contributing to a 10%+ cost reduction through effective support in resource allocation.
- Supported the coordination of project schedules across 5+ initiatives, achieving 95% on-time communication to stakeholders and improving overall project flow.
- Conducted data analysis to aid senior management decision-making, enhancing project efficiency and contributing to an improvement in key performance indicators.
- Gained practical experience in project management within a corporate setting, participating in the delivery of projects valued at over \$500,000.

Body Beautiful Miami

07/2021 - 04/2024

**Chief Operating Officer (COO)**

- Managed daily operations and strategic initiatives at a corporate wellness facility, overseeing assets exceeding \$500K and implementing policies that enhanced workflow efficiency and profitability.
- Drove a 30% increase in monthly revenue by deploying targeted marketing and SEO strategies, significantly improving lead generation and client acquisition metrics.
- Led and trained a sales team that achieved a 60% closing ratio in its first year, utilizing advanced CRM tools and workforce analytics to optimize sales processes and team performance.
- Represented the CEO in their absence and provided mentorship to department managers, ensuring continuity in leadership and alignment with corporate goals; contributed to generating over 5,000 new leads through effective organization of company meetings and trade shows.

Jenny Craig

12/2019 - 04/2021

**Client Service Director | Site Supervisor**

- Developed and executed revenue growth strategies across two locations, leading to a \$50,000 increase in food sales by enhancing sales techniques and product offerings.
- Trained and mentored staff on delivering the Jenny Craig program, ensuring adherence to operational, inventory, and HR standards to optimize site efficiency and compliance.
- Managed inventory and supply chain logistics, implementing effective planning and monitoring to maintain warehouse effectiveness and support profitability goals.
- Cultivated strong client relationships through strategic communication efforts, successfully introducing new products and services that resulted in a 20% revenue growth over six months.

Club Pilates

06/2018 - 12/2019

**General Manager**

- Oversaw studio operations to enhance sales performance, staff recruitment, and workflow optimization, leading to significant improvements in membership growth and financial stability.
- Implemented strategic initiatives for revenue enhancement and client retention, including the design and deployment of an automated follow-up system that boosted conversions and client satisfaction.

- Directed team development and training on sales tactics and CRM tools, resulting in a 40% retention rate for recruited sales team members and enhanced partnership building.
- Analyzed customer feedback and sales KPIs to pinpoint customer experience pain points and opportunities for service improvement, enhancing overall client engagement and satisfaction.

## **TRAINING AND PROFESSIONAL DEVELOPMENT**

**Certificate in Hospitality & Tourism Management, Human Resources Management/Personnel Administration, 4.0 CEU'S.** FAU College of Business Florida Atlantic University, Executive Education Program

## **LANGUAGES**

English (Fluent); Spanish (Fluent)

## **COMPUTER SKILLS**

Proficient in CRM systems (Salesforce, Zenoti, Mindbody), Experienced with EHR systems (Practice Better), Skilled in project management tools (Microsoft Project, Asana, Monday.com), Advanced in G Suite and Microsoft Office applications, Basic knowledge of SQL for database management