

STACEY HARRIS

Operations Leadership | Project Implementation | Customer Operations

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Professional Profile

My professional background spans operations, logistics, transportation, project implementation, compliance, and customer operations. Throughout my career, I have developed a reputation for being dependable, detail-oriented, and effective at managing competing priorities in fast-paced environments.

My experience includes progressive advancement within the Non-Emergency Medical Transportation (NEMT) industry, where I advanced from Independent Driver to Company Recruiter and ultimately Fleet & Compliance Manager. In that role, I supported operations involving more than 100 drivers across 10+ states, oversaw compliance and operational readiness for more than 30 company-owned vehicles, coordinated with operational facilities, and served as a primary point of contact for drivers.

This experience strengthened my ability to coordinate people and resources, manage competing priorities, solve operational challenges, maintain compliance, and communicate effectively across a geographically dispersed operation. It also gave me practical experience understanding how day-to-day decisions affect operational readiness, service delivery, and organizational performance.

Prior to my transportation experience, I worked as an Implementation Specialist with Amplify Education, where I managed software implementation projects for K–12 school districts. This role strengthened my project coordination, customer communication, training, troubleshooting, and problem-solving skills while requiring close collaboration with clients and cross-functional teams to support successful implementations.

In my current role as an Independent Insurance Agent, I continue to apply these skills in a customer-focused environment. My work involves evaluating client needs, communicating complex information clearly, resolving issues, managing multiple priorities, and providing responsive service. Working independently has further strengthened my organization, accountability, decision-making, and ability to take ownership of outcomes.

Across my career, I have developed a versatile professional foundation built around operations, implementation, customer service, communication, compliance, and problem-solving. I am comfortable working in environments where priorities change, coordination is essential, and attention to detail directly affects results.

My professional interests include opportunities in operations, logistics, transportation, customer operations, project coordination, implementation, and related roles where I can apply my experience, contribute to organizational goals, and continue developing professionally.

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