

STACEY HARRIS

Operations Leadership | Project Implementation | Customer Operations

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PROFESSIONAL SUMMARY

Operations professional with more than 25 years of progressive experience leading operations, implementing projects, improving customer experiences, and supporting organizations across transportation, healthcare, education, telecommunications, and insurance. Recognized for building strong relationships, solving operational challenges, leading cross-functional initiatives, and adapting quickly to new industries and technologies. Proven ability to manage competing priorities while delivering exceptional customer service, operational excellence, and regulatory compliance.

CORE COMPETENCIES

- Operations Leadership
- Customer Operations
- Cross-Functional Collaboration
- Customer Relationship Management
- Training & Onboarding
- Microsoft Office Suite
- Project Implementation
- Process Improvement
- Regulatory Compliance
- Team Leadership
- Problem Solving
- CRM & Business Systems

PROFESSIONAL EXPERIENCE

CITA POINT INSURANCE

2024 – Present

Independent Insurance Agent

- Help individuals and families identify insurance solutions that best meet their needs.
- Compare coverage options across multiple insurance carriers while providing consultative guidance.
- Manage customer communications, policy documentation, and ongoing account support.
- Resolve customer concerns while maintaining compliance, professionalism, and confidentiality.

ENVOY AMERICA

2018 – 2024

Fleet & Compliance Manager

Progressively promoted from Independent Driver to Company Recruiter and ultimately Fleet & Compliance Manager based on performance, leadership, and operational expertise.

- Oversaw fleet operations and compliance supporting multi-state Non-Emergency Medical Transportation (NEMT) services.
- Managed compliance and operational readiness for more than 30 company-owned vehicles.
- Served as the primary operational point of contact for more than 100 drivers operating across multiple states.
- Participated in fleet acquisition planning and vehicle deployment.
- Directed driver onboarding, compliance reviews, qualification records, and operational support.
- Collaborated with leadership, operational facilities, maintenance vendors, and drivers to maintain efficient day-to-day operations.

AMPLIFY EDUCATION

2013 – 2018

Implementation Specialist

- Managed software implementation projects for K–12 school districts from planning through deployment.
- Coordinated implementation activities between school administrators, educators, project managers, and technical teams.
- Delivered customer onboarding, training, and post-implementation support.
- Maintained project documentation while managing multiple customer implementations simultaneously.

ALL SEASON PERSONAL CARE

2009 – 2013

Facility Director

- Directed all aspects of daily operations for a licensed personal care facility.
- Supervised staffing, scheduling, training, and operational performance.
- Maintained regulatory compliance, operational documentation, and quality standards.
- Coordinated resident services, vendor relationships, admissions, and facility operations.

BELLSOUTH / AT&T

1999 – 2009

Customer Service Representative to Implementation Manager

Progressively advanced into implementation management through demonstrated performance and leadership.

- Coordinated service implementation projects while working with customers and cross-functional teams.
- Managed customer relationships throughout the implementation process to ensure successful project completion.
- Resolved service issues while maintaining a strong focus on customer satisfaction.
- Supported operational improvements through effective communication, planning, and project coordination.

EDUCATION

Strayer University — Business Administration Coursework

LICENSES

- Georgia Property & Casualty Insurance License
- Georgia Life & Health Insurance License
- Alabama Non-Resident Property & Casualty Insurance License
- Alabama Non-Resident Life & Health Insurance License