Henrietta Mitchell

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# OPERATIONS MANAGER

A results-oriented Operations Manager with experience in media management and leadership roles. Led and managed media operations in North America and across APAC. Expertise in leading teams to improve performance, customer loyalty, and forging partnerships with internal and external partners. Specializes in helping companies launch new media services and products, from concept to roll-out. Extensive experience in the development and implementation of subscription video-on-demand over-the-top streaming products.

P&L Management Strategic planning Client relationships

# KEY COMPETENCIES

Financial reporting Negotiations

Business development

Team leadership Communication Operations management

**Arowwai Industries Operations Manager**

# PROFESSIONAL EXPERIENCE

## Oct 2020 - Present

Lead nation-wide operations, achieving growth of 120% in two years. Spearheaded the development and implementation of subscription video-on-demand over-the-top streaming products. Improved employee retention by adopting a new internal communications methodology and restructured employee benefits.

Accomplishments:

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## Hanover and Tyke

**Business Development Manager**

## Nov 2018 - Sept 2020

Lead operations, achieving growth of 180% in two years. Hired a new application consultant to help improve team capabilities.

Accomplishments:

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## Timmerman Industries Operations Manager

**Feb 2017 - Nov 2018**

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Accomplishments:

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## Hanover and Tyke

**Business Development Manager**

## April 2013 - Feb 2017

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Accomplishments:

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**Ginyard International Co.**

# EDUCATION

Graduate Diploma in Business Administration

## Ginyard International Co.

Bachelor of Business (Honours)

## Wardiere Inc.

Graduate Certificate in Human Resource Management