

SANDIE TIRADO

DIRECTOR OF OPERATIONS

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PROFESSIONAL SUMMARY

Strategic Operations Leader with 15+ years of experience driving business transformation, operational efficiency, and cost-saving initiatives. Proven ability to optimize workflows, enhance stakeholder engagement, and implement data-driven solutions to maximize performance. Adept at developing and implementing strategic initiatives to optimize operational performance, reduce costs, and maximize profitability. Proven track record of effectively managing complex projects from conception to completion while ensuring adherence to quality standards and deadlines. Possess strong leadership, communication, and problem-solving skills, with a commitment to continuous improvement and operational excellence.

CAREER HIGHLIGHTS

- Achieved **30% year-over-year growth** in global territory revenue through strategic operational expansion and successful partnerships
- Increased 'Client Care Scores' by 42%** through increased communication with stakeholders and operational improvements
- Spearheaded process improvement initiatives, **reducing operational inefficiencies by 25% and boosting productivity.**
- 3-time recipient of 'Leader of the Year'** as well as multiple acknowledgments through **'Google Kudos' recognitions**

SKILLS & COMPETENCIES

Skills: Strategic operations management, business process optimization, risk and compliance oversight, stakeholder engagement, financial and procurement operations, cross-functional collaboration, and data-driven decision-making.

Technical Competencies: Proficient in SAP, Oracle ERP, Coupa, SQL, Google Workspace, Microsoft Office Suite (Excel, Power BI, SharePoint), Tableau, and automation tools for process improvement and reporting.

RELEVANT EXPERIENCE

Turner & Townsend, Inc - Houston, TX

Global Data Center Program Delivery Controller - Google

2021 - Present

- Managed Service Leadership.** Oversee global managed services operations, leading an international cross-functional team to drive strategic initiatives, continuous improvement, and machine learning (ML) innovations for Google's Data Center Procurement Operations. Spearhead high-impact initiatives that enhance scalability, efficiency, and cost-effectiveness across procurement functions. Define long-term operational strategies to align managed services with corporate objectives and emerging industry trends.
- Operations & Transformation.** Drive operational excellence through strategic planning, process optimization, and cross-functional collaboration across finance, procurement, compliance, and governance. Develop and execute large-scale transformation programs, leveraging automation, analytics, and AI-driven insights to streamline workflows and enhance decision-making. Lead change management efforts, ensuring seamless adoption of new processes and technologies while maintaining operational resilience. Proactively identify opportunities for optimization, implementing high-impact solutions that improve business performance and scalability.
- Executive & Stakeholder Management.** Act as a strategic partner to senior leadership, providing data-driven insights and recommendations to shape decision-making. Establish and oversee key performance indicators (KPIs), driving accountability and alignment across global teams. Lead executive reporting, presenting performance trends, risk assessments, and strategic roadmaps to C-suite and board-level stakeholders. Facilitate quarterly and annual planning sessions, setting vision and priorities to align with corporate objectives while fostering a culture of transparency, collaboration, and innovation.

Regional Business Support Manager, Operations

2010 - 2020

- Directorial Leadership & Oversight.** Lead and manage the Business Support and Operations team, ensuring accountability, efficiency, and alignment with organizational goals. Provide strategic operational leadership and subject matter expertise in contracts management, risk mitigation, corporate governance, compliance, client engagement, and financial operations. Drive key initiatives to enhance operational effectiveness and support business growth.
- Strategic Operational Coordination.** Coordinate and optimize operational support across all business functions, identifying opportunities for process improvements, automation, and enhanced workflows. Implement initiatives to streamline operations, improve cross-functional collaboration, and drive continuous performance improvements across teams.
- Policy & Compliance Management.** Develop, review, and enforce policies and procedures critical to business operations, ensuring compliance with corporate and regulatory requirements. Partner with senior leadership to refine company protocols, enhance onboarding and training programs, and implement best practices that drive operational efficiency and risk management.

EDUCATION

Master in Business Administration

University of Houston • 2016

Certifications

CSSGB, OSHA 10, PMP, ISO 9001:2018