

CONNER ROLL

OPERATIONS PROFESSIONAL | PROGRAM COORDINATION | PROCESS IMPROVEMENT

Cincinnati, OH & New York, NY | (513) 470-4371 | mconneroll@gmail.com
[linkedin.com/in/conner-roll-89a8031ab](https://www.linkedin.com/in/conner-roll-89a8031ab)

PROFESSIONAL SUMMARY

Operations professional based in Cincinnati and New York City with more than 10 years of experience leading teams, coordinating complex workflows, improving service delivery, and managing cross-functional programs. Brings a record of building structure, strengthening accountability, resolving operational bottlenecks, and using performance data to improve efficiency, cost control, employee engagement, and customer experience across hospitality, project-based, nonprofit, and regulated environments.

CORE EXPERTISE

- Business Operations
- Program & Project Coordination
- KPI & Performance Reporting
- Budget & Cost Control
- Cross-Functional Leadership
- Process Improvement
- Vendor & Stakeholder Management
- Workforce Planning & Customer Experience

PROFESSIONAL EXPERIENCE

J. Feldkamp Design Build | Cincinnati, OH

July 2024-Present

Project Coordinator and Permit Manager

- Manage operational workflows across multiple concurrent initiatives, coordinating documentation, approvals, purchasing, deadlines, and communication among internal teams and external partners.
- Own permit and compliance processes from requirements research and application preparation through agency communication, inspections, correction responses, and closeout records.
- Build centralized trackers, status reports, document repositories, and communication logs that improve visibility, accountability, and follow-through.
- Identify missing information, operational risks, and schedule dependencies, then coordinate resolution with managers, vendors, technical partners, and municipal stakeholders.
- Support purchasing, vendor deliverables, logistics, final documentation, and administrative closeout while maintaining accurate, audit-ready records.

Pyramid Global Hospitality

June 2022-March 2024

Director of Operations

- Directed multi-department operations, staffing, guest experience, service quality, and financial execution in a fast-paced hospitality environment.
- Led process improvements that increased operational efficiency by 15% and profitability by 10%.
- Designed a performance-monitoring system and operating cadence that improved reporting accuracy, management visibility, and departmental accountability.
- Implemented employee-engagement initiatives that increased staff satisfaction by 20% and reduced turnover by 15%.
- Partnered with department leaders to set priorities, allocate resources, resolve operating issues, and use service, financial, staffing, and customer data to guide corrective action.

PROFESSIONAL EXPERIENCE CONTINUED

Prospiant

January 2022-June 2022

Project Manager

- Managed project scope, budgets, production reporting, purchasing, material coordination, logistics, field resources, and customer communication.
- Coordinated customers, internal departments, vendors, subcontractors, and field teams to align deliverables, schedules, and quality expectations.
- Prepared purchase orders, tracked material availability and delivery timelines, and resolved issues affecting cost, quality, or completion dates.
- Maintained project data and status reporting to support decisions, surface risks, and keep stakeholders informed.

Columbia Sussex

June 2019-January 2022

Operations Manager

- Led daily hotel operations across staffing, training, guest services, departmental performance, issue resolution, and cost control.
- Implemented process improvements that contributed to a 12% increase in revenue and a 15% improvement in guest satisfaction.
- Directed training and performance-development programs for more than 100 employees, strengthening service consistency and team productivity.
- Served as the primary escalation point for complex customer concerns, achieving a 90% resolution rate within 24 hours.
- Introduced cost-saving measures that reduced operating expenses by 10% while maintaining service standards.

Cincinnati Eye Institute Foundation | Cincinnati, OH

June 2013-December 2018

Community Outreach and Project Manager

- Managed community programs, partnerships, events, schedules, volunteers, healthcare professionals, educational materials, and program records.
- Expanded community engagement by 30% and increased volunteer retention by 25% through stronger outreach, training, and program coordination.
- Delivered more than 50 educational presentations and vision screenings to diverse community audiences.
- Supported fundraising and donor-engagement initiatives that contributed to a 20% increase in annual donations.
- Tracked participation, outcomes, and logistics to support reporting and continuous improvement.

EDUCATION

The University of Alabama | Bachelor of Arts in Communication - In Progress

Completing undergraduate coursework while working full time.

TECHNOLOGY & BUSINESS TOOLS

Microsoft Excel, Word, Outlook, PowerPoint, and Teams • CRM and SaaS platforms • Project and workflow management systems • Document management and reporting • Budget and purchase-order tracking • KPI dashboards and status reporting

PROFESSIONAL STRENGTHS

Operational problem-solving • Clear written and verbal communication • Prioritization across multiple workstreams • Relationship management • Data-informed decision-making • Process documentation • Staff coaching • Customer and stakeholder service • Adaptability across industries