

VANESSA HARRIS

415.515.5685 | vanessa@vlharris.com | San Francisco, CA | www.linkedin.com/pub/vanessa-harris/5/479/821/

SENIOR REGIONAL MANAGER, WORKPLACE CORPORATE SERVICES

Revolutionary Executive | Workplace Services Strategist | Customer Experience Optimization



Dedicated and highly motivated Senior Manager with over 20 years of experience building and leading teams, meeting and exceeding tight deadlines, and producing exceptional client results. Innovative professional with the proven ability to identify, analyze, and solve problems to increase customer satisfaction and control costs. Continually working toward increasing profit, decreasing expenses, and improving productivity.

Key Skills: Leadership | Policy & Procedure Development | Critical Thinking | Customer Service | Time Management | Complex Issue Resolution | Quality Control & Assurance | Process Improvement | Vendor Negotiations | People Operations

Leadership Experience

Jan 2022 – Present • Accenture • San Francisco, CA

Senior Manager Workplace Services, West Region

Responsible for defining, developing, and delivering Workplace Solutions programs, initiatives, and service offerings across the West Region Market for Accenture Corporate Services and Sustainability.

- *Accountable for all facets of the West Market Workplace Operations, overseeing a team of over 90 managers, analysts, and associates in the delivery of all programs, operational, logistics, and executive support services.*
- *Oversee annual operating budgets, approve, and monitor budget expenditures, prepare budget revisions, provide interim status reports on all accounts, and oversee proposals to gain additional funding for programs and operations.*
- *Collaborate with internal and external clients to find options to effectively utilize and leverage Workplace Solutions, real estate, global asset protection, technology advisors, and office operations consistent with the evolution of Workplace solutions.*
- *Responsible for the West region's real estate optimization, including strategy, stakeholder management, communications, and office buildouts and decommissions.*

2020– 2022 • CBRE@Meta HQ (Formerly Hines@Facebook HQ) • Menlo Park, CA

Workplace Experience Manager, Events & Logistics Team

Manage operations of a team of 18 event supervisors, leads, and planners achieving performance objectives, conducting annual performance reviews ensuring metrics are met. Successfully produce live, hybrid, and virtual events partnering with Global Marketing, Executive, and HR teams. Monitor KPI and SLA metrics, highlighting trends and locating areas for improvement.

- *Collaborate with cross-functional partners, operations, event logistics, and technical teams on event deliverables.*
- *Played a key role to create and implement a new standard of procedures and processes during the pandemic and post-pandemic.*
- *Developed best practice event strategy focused on programming, guidelines, and operations collaborating with key stakeholders.*
- *Responsible for the full cycle of the recruiting process, overseeing interviews, onboarding, and training of new team members.*

2016 – 2020 • SPIN Global • San Francisco, CA

Senior Events Sales Manager

Composed and presented innovative campaigns to attract and land new clients to develop a new business pipeline increasing revenue.

- *Boosted revenue to more than \$4.1M for 2017 and 2018.*
- *Organized and led all corporate events and meetings including negotiating contracts, overseeing event logistics, and managing external vendors.*

2015 – 2016 • The Pearl • San Francisco, CA

Director of Sales & Operations

Developed and aligned a new multi-use venue, including system and operation implementation for a team of 10 sales and operations managers. Provided data necessary to make strategic business decisions implementing standardized reporting and measurements.

- *Streamlined operations and increased sales by providing excellent customer service.*
- *Built strong working relationships with key stakeholders, developing strategic plans to generate new business.*
- *Managed all agencies and vendor requests for proposals (RFPs).*

Education

PSYCHOLOGY, BOSTON UNIVERSITY, BOSTON, MA