



JEWEL MLNARIK
Operations · Programs · Transitions

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Operations & program leader with 25+ years working across the full lifecycle of organizations, products, programs, and complex projects from startups and boutique creative agencies to global Fortune 500 initiatives & community nonprofits. Particularly effective in periods of transition, growth & complexity, bringing structure to cross-functional work while aligning people, mission & impact.

Operations & Program Leadership · Cross-functional Teams & Stakeholders · Organizational Change & Transitions · Budgets, Forecasting, P&L · Systems, Process, Technology · Contracts, Vendor & Client Relationships

Recent Experience

Fractional COO & Community Leadership

Nonprofits & Small Local Businesses

Eureka Springs, AR / Regional | Jan 2024–Present

- **Provide fractional operations and project leadership** to small businesses and nonprofits navigating **startup, growth, leadership transition, and organizational change**, building financial and administrative infrastructure, websites and digital systems, hiring processes, workflows, and day-to-day operations.
- **Lead program and event operations from strategy through execution**, including budgets, timelines, contracts, vendors, volunteers, marketing and communications, and day-of production; projects include a three-day multi-venue music festival for **Omaha Blues Society** and record-setting fundraisers for **Main Street Eureka Springs** & **The Purple Flower**.
- **Develop and produce educational and community programming** including **SCORE Arkansas's** regional training program.

Leadership Transition Consultant & Chief of Staff

FÖDA & Bright Lion

Austin, TX / Portland, OR | Oct 2019–Sep 2022

- **Partnered with CEOs** & leadership teams to establish ownership, organizational & leadership transition plans.
- **Ran day-to-day operations** through the onset of the pandemic as projects halted and client relationships became uncertain, maintaining business continuity while supporting raises for the full staff.
- **Recovered 25%** of revenue tied up in aging receivables and **reduced payables** from 120+ days to under 30.
- Introduced people-development and personnel practices, led the transition to remote work, and established **employee health & wellness benefits**.

Digital Producer, Global

Blue in Green Digital

Portland, OR / Remote | Jul 2017–Sep 2019

- Created and managed **global product processes for a \$1.5B corporate client**, coordinating internal education, communications & support across legal, marketing, IT & customer support.
- Led localization of a field-sales web application across **25 languages and 60 countries**, coordinating more than 100 internal stakeholders while meeting local & international requirements.
- Managed agile design, development & release cycles with no unplanned downtime; led **analytics/reporting strategy**, business cases, roadmapping, prioritization, stakeholder alignment & executive presentations.

Co-Founder, CFO & COO

Workfrom

Portland, OR | Feb 2014–Oct 2017

- Scaled coverage to 35+ cities in 5 countries within 6 months & 375 cities across 60+ countries in our 2nd year through **ambassador programs, grassroots community building** & local events.



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- Built an engineering team pre-revenue through an **"Equity for Effort"** program & mentoring interns from code schools.
- **Launched at TechCrunch** & featured as an Apple Top Pick; 40k downloads in the 1st week grew to 52k MAU.
- Led **acquisition & investment fundraising due diligence** & served as a company spokesperson with national & local media.

Earlier Leadership, Operational & Product Experience

Director, Technology Practice · Technical Architect & Product Manager

PartnerPath (formerly Amazon Consulting)

Mountain View, CA · 2003–2009

- Established a **new technology practice** automating partner recruitment, engagement, support & management for high-tech enterprises, scaling to 15 FTEs in its first year.
- Led **\$1M sales & delivery**, grew booked sales **50% YOY**, and increased repeat-revenue from 50% to 75%.
- Led **discovery & strategy workshops** with Fortune 500 clients, **architecting enterprise solutions** & integrations; one implementation processed **\$50M in sales** while eliminating 2.5 FTE its first year.

Director, Projects — Substance

Portland, OR · 2011–2012

- Established revenue goals with founders & **brought the agency to profitability** while leading creative & technical teams delivering award-winning digital experiences.
- Developed teams & introduced collaborative development, QA, release & communication processes that **reduced project time & cost without sacrificing creative vision**.

Product & Project Manager — Temboo

New York, NY / Remote · 2012–2014

- Led **operational & engineering projects through organizational restructuring** & a major product transition from desktop software to a complex cloud-based service.
- Established **sustainable processes**, feedback loops, communication channels, product roadmaps, & engineering schedules across the organization.

Additional Experience

Metal Toad Media / ThinkShout—Project Manager & Digital Strategist, Beemix / Mari Impress—Digital Strategist & Designer, Tarot.com—Product Manager, DBA & Engineer, University of Nebraska Information Services—Designer, *Daily Nebraskan*—Online Editor.

Education & Professional Development

Leadership & Coaching: Strozzi Institute (Embodied Transformation & Somatic Coach Training), Forge, School of Somatic Intuitive Healing (Certification), International Coaching Federation

Project & Product Mgmt: Project Management Institute, Pragmatic Institute

Entrepreneurship & Incubators: Women's Startup Lab, Jaguar Land Rover Incubator

Undergraduate Studies: University of Nebraska–Lincoln, Portland State University & Portland Community College—Fine Arts, Computer Science, Math & Management; Regents Scholar & Honors at UNL