



Essie Warren, MBA

Business Manager with 10+ years of advancement and experience. Confident leader who sources and develops high-potential talent. Strategic planner with a talent for finding and capturing business opportunities. Adapt readily to new work challenges and industry conditions. Master of Business Administration.

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Professional Experience

Business Change Manager

Assurant, Deadwood, SD | January 2017 to Present

- Analyze performance metrics to identify areas for business growth and improvement
- Set ambitious yet attainable team goals, and relay new initiatives to staff

Highlights:

- Worked with senior managers to optimize procedures and initiatives, increasing revenue by 23% in 2020
- Mentored and motivated a 25-person team to increase productivity by 32% last year
- Introduced service best practices that raised client satisfaction score by 30% in 3 years

Business Sales Development Manager

SelectQuote, Deadwood, SD | July 2012 to January 2017

- Performed market research to find opportunities for growth and service diversification
- Trained ~14 new hires per year on effective sales methods
- Held focus groups with key clients to gauge their evolving business needs

Highlights:

- Spearheaded projects to branch into new sales areas, increasing revenue ~15% YoY

Education

Master of Business Administration
University of Sioux Falls, SD

Bachelor of Science in Business Administration
University of South Dakota, Vermillion

Key Skills

- Change Management
- Client Relations & Retention
- Coaching & Mentoring
- Performance Management
- Reporting & Documentation
- Strategic Business Planning
- Team Leadership & Motivation