

# PRIYA MARIE ROSS

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## CHIEF OF STAFF CANDIDATE

### SUMMARY

Strategic and results-driven professional with extensive experience leading cross-functional initiatives, optimizing operational efficiency, and aligning organizational goals with performance metrics. Proven expertise in collaborating with executive leadership to streamline processes, implement Objectives and Key Results (OKRs), and manage high-priority projects. Adept at driving organizational growth through strategic planning, stakeholder management, and data-driven decision-making.

### PROFESSIONAL EXPERIENCE

#### MANAGER, REPORTING & ANALYTICS

**1-800-FLOWERS.COM, INC.**, Jericho, NY

2021-2024

- Led cross-functional initiatives to streamline reporting processes, reducing active projects by 50% within 30 days.
- Designed and implemented project management frameworks, improving efficiency and stakeholder communication.
- Achieved a 90% year-over-year increase in completed projects, managing 139 deliverables in 2023.
- Partnered with operational leaders to optimize agent performance reporting, aligning metrics with business goals.
- Directed in-depth analytics projects and ensured data integrity, enabling leadership to make informed decisions.

#### PERFORMANCE ANALYTICS MANAGER/ BUSINESS ANALYST (STRATEGIC INITIATIVES LEAD)

**Viva Eve**, Forest Hills, NY

2019-2021

- Collaborated closely with the CEO and COO on high-priority initiatives, including implementing an OKR system, enhancing organizational alignment and practice performance.
- Identified and resolved inefficiencies in clinical operations, achieving an 86% decrease in lab result turnaround times and a 33% reduction in patient wait times.
- Analyzed and optimized patient visit durations, increasing annual visits by 55% year-over-year.
- Developed a business case to improve operational software, leading to a 35% productivity boost and \$150K in annual cost savings.
- Designed and implemented a data collection project to inform strategic decisions across the patient life cycle.
- Aligned annual performance objectives with business priorities, identifying growth opportunities and developing performance measurement plans.

#### DATA ANALYST

**Tal Depot**, Cedarhurst, NY

2018-2018

- Designed and implemented marketing campaigns, generating \$100K+ in revenue during Black Friday and Cyber Monday.
- Leveraged Google Analytics to analyze order trends and drive actionable insights.
- Developed and executed customer surveys, gathering over 1,200 responses to inform marketing strategies.

**PROJECT MANAGER/EXECUTIVE ASSISTANT****Hudson Yards, New York, NY**

2016-2017

- Promoted to Project Manager for exceptional organizational and communication skills, leading cross-functional teams in high-profile initiatives.
- Managed special projects, including digital kiosks for *The Vessel*, ensuring timely delivery and stakeholder satisfaction.
- Partnered with stakeholders across development phases to ensure alignment with organizational priorities.

**ADMINISTRATIVE ASSISTANT – GLOBAL INVESTMENT RESEARCH****Goldman Sachs, New York, NY**

2013-2016

- Supported senior executives by coordinating schedules, managing confidential information, and ensuring the seamless execution of high-priority research initiatives in a high-pressure environment.
- Promoted from a contract to a full-time role due to exceptional performance, demonstrating adaptability and attention to detail.
- Acted as a liaison between executives and internal teams, facilitating cross-departmental communication for time-sensitive projects.

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**EDUCATION**

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**Ph.D. Candidate (ABD), International Studies** – University of Miami, Coral Gables, FL

Awarded the University of Miami Graduate School Fellowship

**Master of Arts, International Studies** – University of Miami, Coral Gables, FL (GPA: 3.71/4.0)**Bachelor of Arts, Political Science** – Stony Brook University, Stony Brook, NY (GPA: 3.67/4.0)

Awarded the Honors College Full Scholarship

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**CERTIFICATIONS**

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**Certification, No Code AI and Machine Learning: Building Data Science Solutions** – MIT, (Expected 2025)**AI Developer Professional Certificate** – IBM, (2025)**SAS® Enterprise Guide® 1: Querying and Reporting** – SAS Institute, (2024)**Financial Modeling & Valuation Analyst (FMVA)®** - Corporate Finance Institute (CFI)®, (2021)

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**TECHNICAL PROFICIENCY**

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Salesforce | Tableau | Excel | SQL | Python | Flask | Power BI