



Amanda Walker

Chief Operating Officer

Operating executive with 18 years scaling B2B software and services companies from Series B through public-offering readiness. Owned P&L, go-to-market operations, customer success, and people ops across three companies. Known for tightening the operating cadence and building leadership teams that stay.

CONTACT INFORMATION

 (704) 555-0182
 priya.ramanathan@example.com
 Charlotte, NC 12345

EDUCATION

MBA, Fuqua School of Business,
Duke University, 2010

BS, Industrial Engineering, Georgia
Institute of Technology, 2004

KEY SKILLS

- P&L ownership
- Operating cadence and business reviews
- Revenue operations
- Customer success and services
- M&A due diligence and integration
- Annual planning and finance partnership
- Executive hiring and retention
- Board and investor reporting
- Pricing and packaging
- OKRs and quarterly planning

PROFESSIONAL EXPERIENCE

Chief Operating Officer | 2020 - Present

Nimbrix Analytics, Charlotte, NC

- Report to CEO; own revenue operations, customer success, professional services, and G&A for a 640-person vertical SaaS company serving healthcare payers.
- Grew recurring revenue from \$47M to \$138M over four years while holding gross margin above 74% by rebuilding the pricing model and killing three unprofitable service lines.
- Rebuilt the leadership team, hired new revenue, finance, and product heads, and cut voluntary VP-level attrition from roughly one in three to under one in ten.
- Ran the operating cadence (weekly business review, monthly ops review, QBRs); board deck now closes on Friday for a Tuesday meeting instead of the night before.
- Led due diligence and integration for two tuck-in acquisitions; both hit revenue synergy targets within the first full year.

Senior Vice President, Operations | 2015 - 2020

Halbrook Health Systems, Raleigh, NC

- Ran a 1,200-person delivery organization across implementation, support, and managed services for a hospital revenue cycle platform.
- Cut average implementation time from 11 months to under 6 by standardizing the deployment playbook and moving three workstreams to partners.
- Renegotiated the top 15 hosting and infrastructure contracts, saving about \$8.4M over three years.
- Chaired the operating committee that took customer recommendation scores from the low 20s into the high 40s over two years.

Vice President, Business Operations | 2010 - 2015

Cardera Software, Atlanta, GA

- Built the first business operations function; hired 14 across financial planning, sales ops, and analytics reporting into the COO.
- Owned annual planning and quarterly forecasting for a \$210M business unit; forecast accuracy landed within 3% of actuals for eight straight quarters.
- Led the operational readiness workstream for the Series D raise, including data room, KPI definitions, and cohort analyses.