

ANGIE O'GRADY

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Executive Leadership • Results Driven • Strategy & Vision • Revenue Growth

Accomplished and influential executive with proven results growing business and revenue at successful, nationwide companies with multiple offices and locations. Highly skilled at motivating large diverse teams to meet strategic organizational objectives. Excellent at gaining insights that will transform company operations to achieve growth, increased margins, and ultimate business success. Brings an ambitious and driven approach to growing a company from the start-up phase through to successful, established business ventures. **Seeking a leadership role setting strategy, vision, and subsequently achieving successful and profitable outcomes. Key Skills Include:**

*Executive Oversight & Direction • Operations • Financial Planning & Management • Mergers & Acquisitions
Business Strategy • Risk Management • Culture Change Agent • Client Leadership & Engagement
HR Program Development • Organizational Planning • Team Management • Market Positioning*

PROFESSIONAL HISTORY

CARR WORKPLACES (formerly Preferred Offices)

2000 - Present

CARR WORKPLACES PROVIDES OFFICE SPACE, VIRTUAL OFFICE, AND MEETING ROOM SOLUTIONS TO INDEPENDENT PROFESSIONALS AND ORGANIZATIONS OF ALL SIZES ACROSS 35 NATIONWIDE LOCATIONS WITH 130 EMPLOYEES AND \$50M+ IN ANNUAL REVENUE.

President & COO

Washington, D.C.

Lead and direct all facets of the organization including strategy, vision, P&L, budgeting, client service, and operations.

Strategy & Vision:

- Set the short-term and long-term vision and strategy and make certain team leaders are informed and engaged.
- Align employee goals with the annual and long-term company goals.

Leadership & Management:

- Direct and manage five Regional Managers who are responsible for the 35 nationwide offices.
- Manage all senior executives across all operational areas.
- Partner with the HR Director to define the culture and set priorities for employee engagement and development.
- Lead regular organizational planning and subsequent change management efforts to meet the needs of clients.
- Mentor and develop employees via informal and formal training and development initiatives.
- Developed and implemented thorough hiring, development, training, and performance feedback processes and tools.

Operations and P&L:

- Lead continuity of all Company components to optimize efficiencies and productivity.
- Create and implement systems, processes, and procedures to achieve efficiencies and maximize profits.
- Assess and analyze business unit performance and overall P&L measures.
- Align the proper resources to meet defined goals and strategy.
- Oversee development of technology strategies to improve client experience, sales processes and company culture.

Market Positioning and M&A:

- Direct all M&A activities including analysis of acquisition targets, negotiations, and transition planning.
- Lead change management efforts related to M&A activity including processes, operations, and team integration.
- Develop and test new, innovative products and services to meet the evolving needs of clients.

Business Development and Sales:

- Define and evolve the sales strategy and philosophy resulting in high-yield returns from salespeople.
- Participate as the senior executive in business development efforts, especially with large RFPs.

Key Accomplishments:

- ✓ Successfully grew company from a 'lean and mean', zero revenue, local start-up to a nationwide industry competitor comprised of 35 business centers, 3,000 clients, \$50M+ in revenues, and 130 team members in ten years.
- ✓ Defined a nationwide growth strategy and executed effectively to grow the company from a local, Washington D.C. company to be the fourth-largest executive suite operator in the nation in rapid fashion.

- ✓ Featured in the 2013 best-selling book, 'Grow Regardless,' which emphasizes Carr Workplaces' commitment to the client and customer service.
- ✓ Executed the integration of a 16 suite competitor into the organization.
- ✓ Defined and implemented clear career path options for employees resulting in a number of successful, loyal, long-term employees.
- ✓ Led corporate rebranding effort including an important name change and related marketing and business development items.
- ✓ Served as key player in the creation of a successful partnership with two industry competitors in order to meet the needs of corporate clients by forming an innovative, new company called the 'Preferred Office Network' which increased revenue quickly by \$5.75M+.

HQ GLOBAL WORKPLACES (known today as REGUS and formerly OMNIOffices)

1986 - 2000

HQ PROVIDES OFFICES, MEETING ROOMS, VIRTUAL OFFICES AND NETWORK ACCESS AT LOCATIONS WORLDWIDE.

Mid-Atlantic Region Senior Manager; District Manager; Center Manager

Washington, D.C.

Promoted rapidly from Center to District to Region Manager due to successful sales and revenue results as a result of effective leadership of people, teams, operations, budgets, marketing, sales, and business development programs.

Operational Excellence:

- Ensured all locations and centers are operating successfully according to company excellence standards.
- Provided comprehensive leadership during the merger of OMNIOffices Group and HQ Business Centers.

Budgets and Revenue:

- Directed and managed a \$25M regional P&L and worked with CMs to make certain center targets were fulfilled.
- Analyzed and controlled regional expenditures in order to conform to budgetary requirements.

Team Leadership:

- Successfully led a team of 16 Center Managers (CMs) responsible for overall center profitability and performance including customer service, P&L, and operations of assigned centers.
- Hired, trained, and developed Center Managers to resulting in rapid ramp-up time and fast results.
- Directed and managed staffing, training and performance evaluations to maintain and increase revenues.

Sales and Marketing:

- Designed and implemented effective marketing and business development programs.
- Educated salespeople on effective strategies and talking points resulting in company leading closing rates.

Key Accomplishments:

- ✓ Achieved successful P&L goals throughout the region and was the only executive to hit revenue goals during the intricate implementation of a new and complex company billing platform.
- ✓ Reached the #1 territory revenue results throughout tenure as district and regional manager by consistently achieving all regional organizational revenue, reporting, and occupancy goals.
- ✓ Managed the merger of HQ with OMNIOffices, including successful integration of culture and operations, to create a new company, HQ Global Workplaces.
- ✓ Named 'Manager of the Year' in 1992 (during first year as Center Manager), achieving the highest center profitability as a result of top-tier leadership and operations.

EDUCATION & ACCOMPLISHMENTS

Education & Professional Achievement:

BA, Business Administration: Georgia State University

Certified Predictive Index Analyst

Board of Trade: Panelist - Women in Business Series: 'Successful Negotiation'

Manager of the Year: OMNIOffices, 1992

Virginia/DC Real Estate License: current

Board of Trade Executive Networks: 2006

Rookie of the Year: OMNIOffices, 1990

Community Leadership:

Global Workspace Association: Board Member: 2014

Commercial Real Estate Women: President: 2000; President-Elect: 1999; Membership Chair: 1997 – 1999

Breast Cancer Charities: Advocacy, Fundraising, and Research

Jr. Achievement Volunteer: current