Amanda Lorenz

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COO | HEAD OF OPERATIONS | BUSINESS SCALING & EXECUTIVE LEADERSHIP

Build and lead operations that turn growth into measurable business performance - delivering $1.2M in annual savings, improving fulfillment efficiency by 31%, and reducing vendor lead times by 28%. First strategic hire and CEO's operating partner at Hugh & Grace, with P&L ownership and responsibility across supply chain, procurement, technology, customer experience, and organizational design. Serve as the EOS integrator, translating strategy into decisions, priorities, and accountability across functions. Build the systems, leadership cadence, and team ownership that reduce founder dependency and support sustained growth.

5x business growth trajectory | $1.2M annual cost savings | 31% fulfillment efficiency gain | 28% vendor lead time reduction | $16M L&D ROI

EXECUTIVE EXPERTISE

Enterprise Operations & Financial Accountability: P&L Ownership | Operating Model Design | Strategy Execution | Budget & Resource Allocation | Cost Optimization | Executive & Investor Reporting

EOS Integration & Organizational Leadership: CEO Partnership | EOS Implementation & Integration | Leadership Cadence & Accountability | Organizational Design | Cross-Functional Leadership | Remote & Global Team Development

Supply Chain & Operational Performance: End-to-End Supply Chain | Strategic Sourcing & Procurement | Sales & Operations Planning (S&OP) | Demand & Inventory Planning | Logistics & Fulfillment | Vendor Performance & Risk Management

Technology & Business Transformation: ERP & Systems Implementation | Systems & 3PL Integration | Workflow Automation | KPI Dashboards & Operational Analytics | Process Standardization | Change Management

CAREER EXPERIENCE

Hugh & Grace | Executive Vice President, Head of Operations | Greater Phoenix | 2020 – Present

First strategic hire and CEO's operating partner, with P&L ownership and responsibility across supply chain, procurement, logistics, technology, customer experience, and organizational infrastructure. Serve as the EOS integrator, directing cross-functional execution and translating company strategy into operating priorities.

- Established the company's operating infrastructure from launch, creating the systems, processes, and organizational structure that supported 5x business growth across supply chain, fulfillment, technology, finance, and customer experience.
- Implemented EOS company-wide, introducing leadership scorecards, quarterly priorities, and Level 10 meetings to align departmental execution with company strategy.

- Established the global supply chain from inception, integrating procurement, S&OP, demand planning, inventory, and fulfillment; resolved vendor bottlenecks that threatened $300K in potential losses.
- Directed the launch of the company's e-commerce infrastructure, connecting Shopify, 3PL fulfillment, inventory, and customer systems to reduce manual order-processing errors and support growth.
- Introduced investor-ready reporting and executive dashboards, giving leadership visibility into P&L, SKU-level performance, and operational health.
- Standardized workflows across customer experience, logistics, inventory, finance, and wholesale, reducing operational variance by 20% and accelerating milestone achievement by 31%.
- Developed the team and established decision authority, performance expectations, and escalation processes, maintaining 90% retention while reducing day-to-day reliance on the CEO.

Avon | Head of Learning & Development | New York | 2017 – 2020

Reported to the CEO and directed L&D strategy, operations with 8 direct and 170 indirect reports. Tenure included Cerberus private-equity ownership. .

- Established the L&D function across three markets, hiring the team, implementing the technology infrastructure, and introducing performance measures that tied learning investment to revenue.
- Launched an eLearning platform serving 230,000 independent representatives, increasing sales by 44% and delivering $16M in ROI; earned a top-three ranking in the Direct Selling Association's Excellence in Business Training awards.

Wells Fargo Bank | Instructional Strategist & Designer | Tempe, AZ | 2014-2017

Identified, analyzed, and implemented new processes in a blended strategic/content creation role supporting Auto Finance - a key credit operations business unit impacting 30,000 employees.

- Designed and implemented scalable operational learning systems supporting 200+ training facilitators, ensuring legal and financial compliance across all content.
- Served on a restricted-access team alongside Legal and Regulatory, translating sensitive Auto Finance requirements into operational guidance for confidential initiatives.

ADDITIONAL EXPERIENCE

JPMorgan Chase | Assistant Vice President & Sr. Training Officer | *Auto Finance & Consumer Lending*

Launched new domestic and global Auto Lending Finance business, growing to $200M. Held dual role across Auto Finance and Consumer Lending Training.

EDUCATION & CERTIFICATIONS

MBA, Grand Canyon University

Six Sigma Black Belt & Green Belt Certification; Instructor Certification - IASSC

Adult Learning Behavior & Design; Certified Instructional Design - Association of Talent Development (ATD)

Needs Analysis Certification - Clark Training & Consulting

Trainer Development Program - JPMorgan Chase