ELIJAH A. WRIGHT

STRATEGIC OPERATIONS & CLIENT RELATIONSHIP LEADER

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Strategic operations and client relationship leader who transforms complex business needs into high-performing operations, lasting client partnerships, and measurable growth.

PROFESSIONAL SUMMARY

Strategic operations and business leader with experience leading teams, managing client relationships, improving customer experiences, and driving day-to-day business performance. Recognized for building trusted relationships, navigating complex situations, developing people, and turning business priorities into effective execution. Combines hands-on operational leadership with a strong business management foundation and a natural ability to connect people, processes, and business objectives. Brings the judgment, adaptability, and accountability to lead through change and create meaningful results in a client-focused organization.

CORE SKILLS & TOOLS AND SYSTEMS

Core Skills: Client Relationship Management, Team Leadership, Operations Management, Customer Experience, Business Development, Performance Management

Business & Leadership: Business Management, Relationship Building, Problem Solving, Process Improvement, Employee Development, Strategic Planning

PROFESSIONAL EXPERIENCE

Director of Operations, The Hertz Corporation **Jul 2024 to Present**

KANSAS CITY, MO

- Directed daily operations, client relationship management, and business performance across a high-volume operation, ensuring efficient execution and consistently high service standards.
- Managed and strengthened relationships with individual and corporate clients, serving as a senior point of contact for escalations, service needs, contract negotiations, and long-term account growth.
- Led operational strategy and process improvement initiatives to increase efficiency, improve client retention, and maximize revenue performance.
- Monitored key performance indicators including revenue, conversion, utilization, customer satisfaction, and operational productivity to identify opportunities and drive measurable results.
- Recruited, trained, coached, and developed team members while establishing performance expectations, accountability, and a client-focused culture.
- Partnered with leadership and cross-functional teams to execute strategic initiatives, resolve operational challenges, and align day-to-day execution with broader business objectives.

Branch Manager , The Hertz Corporation **Jul 2021 to Jun 2024**

Kansas City

- Lead client relationship management and daily operations for a high-volume branch within a nationally recognized brand, overseeing the full client experience from acquisition and onboarding through retention and repeat business.
- Build and maintain strong relationships with individual and corporate clients, serving as a trusted point of contact and proactively identifying opportunities to strengthen loyalty, satisfaction, and long-term account value.
- Oversee day-to-day branch operations, ensuring efficient workflows, service delivery, staffing, compliance, and consistent execution in a fast-paced, high-volume environment.
- Drive revenue and client retention through strategic pricing, sales initiatives, service enhancements, and performance management, earning multiple first-place branch awards for revenue, conversion, and NPS.

- Analyze revenue, conversion, utilization, customer activity, and operational performance to identify trends, resolve performance gaps, and implement strategies that improve profitability and client outcomes.
- Serve as the primary escalation point for complex client concerns, service recovery, and contract negotiations, balancing customer needs with operational requirements and business objectives.
- Lead hiring, onboarding, training, coaching, and performance development while building a service-focused team culture centered on accountability, client satisfaction, and operational excellence.
- Translate corporate strategies and initiatives into effective branch-level execution, aligning people, processes, and resources to deliver a consistent and high-quality client experience.

Marketing & Promotions Associate, Hearst Television (KCWE29) **Aug 2019 to Present**

Kansas City, MO

- Represent KCWE through promotional initiatives, community partnerships, and public-facing events.
- Coordinate with internal teams and external partners to execute promotional campaigns and engagement initiatives.
- Support brand visibility and audience engagement across broadcast, digital, and social platforms.
- Manage deadlines, communications, and stakeholder coordination in high-visibility environments.

Hospitality Roles, Marriott & Westin Hotels **Jun 2017 to May 2021**

- Delivered guest service in high-volume hospitality environments while maintaining professionalism and service standards.
- Supported billing, auditing, issue resolution, and daily operational coordination.
- Collaborated across departments to maintain smooth operations and a consistent guest experience.
- Developed strong customer relationship and communication skills in fast-paced service environments.

EDUCATION

Grand Canyon University, Phoenix Arizona **Aug 2025 to Present**

Master of Science in Business Management

Grand Canyon University, Phoenix, AZ **May 2023**

Bachelor of Arts in Mass Communications & Public Relations

ACCOMPLISHMENTS

- **Award-Winning Performance:** Earned multiple first-place awards for revenue, conversion, and Net Promoter Score (NPS), demonstrating a consistent ability to drive financial performance while maintaining exceptional client satisfaction.
- **Client Relationship Leadership:** Built and strengthened relationships with individual and corporate clients, driving retention, repeat business, and long-term account value through proactive relationship management and service excellence.
- **Operational Excellence:** Led high-volume operations while optimizing workflows, developing high-performing teams, and using performance data to improve efficiency, profitability, and overall business results.