



Previous Project Examples Include:

- Conduct a risk audit for an organization with 500+ Employees, use results to establish a risk mitigation plan and lead execution of the plan to reduce risk;
- Create policies and procedures for an employee emergency assistance fund, to include the establishment and training of a grant-making committee;
- Develop and execute policies and procedures for operational areas including accounting, HR, IT, facilities, benefits & compensation, risk mgt., and file mgt. in multiple organization types;
- Establish remote / hybrid work policies and procedures;
- Produce surveys and action plans to acquire and act on employee/stakeholder feedback;
- Review business, management, and professional liability insurance policies to reduce risk;
- Improve employee evaluations so the evaluators and evaluated both feel the process was simple and fair;
- Create employee training programs that improve retention and work satisfaction;
- Led incident response for cyber attacks and participated on crisis response teams;
- Develop, execute and lead customer service programs, to include grievances and responses;
- Provide committee development and leadership for a variety of subject areas;
- Provide guidance and support to Board of Directors and/or Executive Director;
- Revise organizational staffing structures and change management;
- Provide management training for individuals or as a group.

**Contact me to discuss your needs:
david@coo-services.com – 828-890-1233**