

COURTNEY DIXON

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An experienced resource with 15+ years in the TV, digital, and advertising fields. Skilled in project management, problem solving, and team management with a strong record of effective leadership, clear communication, creating efficiencies, and saving time and money.

EXPERIENCE

* VP, DIRECTOR OF OPERATIONS

Nov '21 - Present

SRW, Boulder, CO

- Implemented Smartsheet agency-wide producing clarity, balanced workloads, and profitability
- Use data to recommend employee, hour, and/or role shifts based on revenue and utilization to avoid burnout and agency revenue loss
- Create various processes for all departments and roles to instill uniformity, accountability, and accuracy
- Manage the Project Management team; facilitate and mediate interdepartmental communication and crises; handle day-to-day project management accounts
- Supervises audits of equipment, programs/tools, and handles building facilities and operations logistics
- Track internal and employee expenses while finding ways to reduce spending
- Grew to the VP, Director of Operations after a year serving as the Director of Project Management

* SENIOR ACCOUNT MANAGER

Nov '20 - Nov '21

Human Design, LLC, Boulder, CO

- Operated as the lead point of client contact for day-to-day project execution across various types of businesses, with budgets ranging from \$20-\$350k while identifying growth opportunities
- Proactively managed client deliverables while working with internal and external resources including creative, strategy, media, production, IT, and new business
- Conducted client status meetings to communicate project development and maintain alignment with client objectives
- Owned and reported on project plans, status, budgets, and staff resourcing for assigned accounts
- Problem solved and mitigated risk to budget, scope, and timelines

* ASSOCIATE DIRECTOR, PROJECT MANAGER

March '20 - Nov '20

Crispin Porter + Bogusky, Boulder, CO

- Oversaw the Project Management team and manage the day-to-day of the department including staffing and resourcing, efficiency, process and protocol, and implementing a standard of excellence
- Supported and provided valuable insight to the Operations team for scope, statement of work, and overall client relationship issues
- Partnered with discipline leads and creative resource management team to identify project resources
- Spearheaded cross-departmental team progress, timelines, and ensured on-time delivery of final products across multiple, high-complexity projects from conception until production
- Communicated project status, risks and issues, and resolved foreseeable and unexpected issues
- Collaborated closely with C-Suite leadership to identify better agency processes and protocols
- Improved team performance by leading, training, and communicating effectively

* SENIOR PROJECT MANAGER

Dec '15 - March '20

Crispin Porter + Bogusky, Boulder, CO

- Supervised the timely flow and progress of numerous successful projects across multiple accounts from conception until production; accounts vary across the automotive, retail, hospitality, restaurant, finance, non-profit industries as well as new business
- Produced in-house deliverables and managed the creation and delivery of a variety of 360 assets
- Served as the key liaison between a multitude of departments to ensure quality and accuracy for all projects
- Regularly communicated status to all teams, resolve foreseeable and unexpected issues

EDUCATION

INDIANA UNIVERSITY, Bloomington, IN

- B.A. Telecommunications, Production and Design
- Minor: Spanish and Business Management