Akima Byfield | Atlanta, Ga | (678) 933-2893 | akimabyfield@gmail.com | LinkedIn

Skills & Abilities

- Strategic Planning & Execution
- Enterprise Strategy Development
- OKRs & KPI Governance
- Change Management
- Organizational Design
- Engagement & Retention Strategy
- Customer Experience Strategy
- Case & Operational Analysis
- Service Excellence
- Project & Program Management
- Continuous Improvement Framework
- Process Optimization & Improvement
- Capacity & Workforce Planning
- Operational Transformation
- Cost Reduction Strategies
- Risk & Mitigation Planning
- Performance Improvement
- Voice of Customer Insights
- NPS/CSAT Optimization
- AI & Automation Integration
- Operational Innovation
- Knowledge Management

About Me

Strategic Senior Operations Leader with 13+ years of experience driving efficiency, scaling operations, and transforming business processes across startups and established enterprises. Proven success in executing OKRs, leading high-impact initiatives, and optimizing CRM and workflow systems to unlock productivity and accelerate growth. Adept at building scalable infrastructures, fostering innovation, and aligning cross-functional teams to deliver measurable outcomes. Recognized for leveraging operational excellence and AI-driven strategies to fuel business transformation, strengthen culture, and position organizations for sustainable, data-informed success.

Education

- B.A. in Business Administration/Management | Strayer University | Dec 2023
- Executive M.B.A. in Management of Technology | Georgia Institute of Technology | Dec 2026

Experience

Senior Operations Manager | Omada Health | February 2022 - Current

- Lead nationwide operations of 150+ frontline employees, achieving continuous improvement across key KPIs: Quality, Occupancy, First Reply SLA, Phone SLA, At-Work Utilization, CSAT, and NPS, while enhancing performance consistency and cost efficiency.
- Partner cross-functionally with Product, Finance, and Strategy to implement operational enhancements that reduced annual cost per issue by 15% and improved recovery effectiveness.
- Manage and develop five operations leaders, fostering a culture of accountability, innovation, and excellence, contributing to a 15% increase in engagement survey results in 2025.
- Design and execute a multi-year customer experience roadmap using Voice of Customer insights, increasing satisfaction by 12%, cutting escalations, and advancing patient-centered care.
- Lead AI-driven automation initiatives that reduced manual workload by 30% while improving resolution accuracy and response speed.
- Develop and execute a customer-focused product strategy by delivering integrated, data-driven solutions, optimizing vendor partnerships, and positioning for scalable growth.
- Create and manage core competencies, departmental budgets, financial performance, and identify automation opportunities to drive sustainable growth and operational precision.

Operations Manager | Omada Health | January 2020 - February 2022

Operations Supervisor | Delta Dental | December 2018 - January 2020

- Oversaw daily contact center operations, managing a team of 20+ to ensure calls were handled professionally and efficiently.
- Directed healthcare operations and customer experience efforts by creating strategic initiatives to enhance patient access, while delivering consistent progress reports to track impact and maintain alignment with organizational objectives.
- Tracked team performance, resolves complex customer issues, and implements solutions to improve processes.
- Managed project and engagement initiative execution, monitors resource expenses to ensure budget compliance, and communicates key program updates to stakeholders and leadership.
- Facilitated the Engagement Committee, leading a group of 10 team members to design and deliver engaging, interactive experiences that foster team cohesion, boost morale, and enhance overall employee engagement.
- Oversaw dental benefits verification and authorization workflows to ensure accuracy, reduce care delays, and improve revenue cycle efficiency.

Operations Supervisor | United Health Group | July 2012 - December 2018

- Led daily, weekly, and monthly operations for a team of 25+, driving alignment with performance objectives and organizational standards.
- Led healthcare operations and customer experience initiatives by developing strategic plans to improve patient access and providing regular progress updates to ensure measurable impact and alignment with organizational goals.
- Monitored accuracy in medical and behavioral benefits verification and authorization workflows, minimizing patient care delays and strengthening revenue cycle performance.
- Collaborated across departments and leadership to coordinate workflows and maintain seamless operational execution.
- Identified and resolved process inefficiencies, applying expertise and judgment to drive continuous improvement.
- Provided coaching, feedback, and corrective action, including conducting formal performance reviews to support employee growth.
- Monitored key performance metrics such as Quality (85%), Adherence (98%), Service Level (90%), and AHT (10–15 minutes) and set team priorities to consistently meet or exceed targets.

Operational Systems & Analytics:

- Zendesk
- Salesforce
- Asana
- WorkDay
- Nice IEX
- Tableau
- Google Workspace
- Miro

Activities and Interests

- Financial literacy advocacy and community mentorship
- Women in Leadership & Operations networks
- Continuous learning in AI-driven business strategy and automation

References Available Upon Request