

# MICHAEL DANE LEWIS

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Accomplished operations and project management professional with 10+ years of experience across hospitality, SaaS, EdTech, and creative agency environments. Proven track record of leading cross-functional teams, building scalable systems, and driving operational excellence in fast-paced, high-stakes settings. Experienced in managing complex projects from strategy through execution, including digital platforms, conference operations, and multi-stakeholder initiatives. Known for bringing structure to ambiguity, strengthening accountability systems, and improving efficiency through practical, scalable workflows. Recognized for strong leadership, clear communication, and the ability to translate high-level goals into consistent execution and measurable results.

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## PROFESSIONAL EXPERIENCE

**Operations Manager** | [Rocket Recall](#) [SaaS EdTech Platform], Virtual

01/2025 – Present

Manage cross-functional project coordination and operational execution for a growing EdTech SaaS platform serving students, educators, and academic organizations. Collaborate with leadership, developers, content teams, and external stakeholders to manage product initiatives, platform improvements, user support workflows, and strategic projects. Develop and maintain SOPs, project plans, training documentation, and operational processes that improve efficiency, accountability, and scalability. Coordinate feature launches, content development, customer onboarding initiatives, and educational partnerships while ensuring projects remain on schedule and aligned with organizational goals. Support grant-related initiatives, conference and event operations, stakeholder communications, and continuous process improvement efforts across the organization.

### Key Contributions:

- Led the conceptualization and development of the Rocket Recall website design in collaboration with the web development team, defining structure, user flow, and overall platform experience.
- Led coordination and operational readiness for the team's participation and product showcase at the 2025 NCSS Conference.
- Functioned as liaison in establishing a partnership with a national academic competition, expanding platform reach and institutional engagement.

**C-Suite Executive Assistant, Project & Operations Manager** | [Upwork.com](#), Virtual

12/2023 – Present

Provide high-level executive, project, and operations support to founders, C-suite leaders, startups, SaaS platforms, creative marketing agencies, technical agencies, and small businesses across diverse industries. Lead project coordination, operational planning, stakeholder communications, customer success initiatives, and process improvement efforts while managing multiple priorities in fast-paced environments. Support strategic initiatives, digital product launches, client-facing projects, and operational workflows while developing and maintaining SOPs, project documentation, accountability systems, and scalable business processes. Partner with executives and cross-functional teams to manage priorities, streamline operations, mitigate risks, and ensure the successful execution of organizational goals and client deliverables.

### Key Contributions:

- Created structured planning systems and three-week operational schedules that improved executive productivity, visibility, and accountability | Role: *Executive Virtual Assistant for Strategic Planning*
- Designed and implemented a Notion project management system that streamlined workflows, improved accountability, and increased operational efficiency | Role: *Project Manager for Creative Marketing Agency*

Led cross-functional teams while overseeing recruitment, onboarding, training, and ongoing performance evaluations to ensure alignment with organizational goals and compliance with Marriott brand standards. Conducted employee engagement initiatives, developed operational processes, and enhanced service delivery by implementing data-informed strategies. Provided leadership supervision across departments, coordinated staffing plans, managed supply chain needs, and enforced high standards in workplace safety, cleanliness, and guest satisfaction. Evaluated personnel performance, coached staff for development, and instituted service improvement protocols to drive measurable gains in guest experience, operational efficiency, and compliance metrics.

**Key Contributions:**

- Led recruitment and training that elevated employee engagement and guest satisfaction.
- Achieved a 94.6% BSA score in 2023, placing the hotel in the GREEN zone for the first time.
- Ranked in the top 20% of TownePlace Suites across the US and Canada for guest satisfaction.
- Implemented the use of an inspection checklist that increased accountability and cleanliness scores.
- Developed a room tracking system that improved team coordination and guest satisfaction.
- Improved front desk checklists to enhance accountability and boost team productivity.
- Streamlined recognition of Bonvoy members and guest celebrations.

**EDUCATION**

- **Master of Arts in Cultural Studies**  
University of the West Indies, Kingston, Jamaica
- **Bachelor of Arts in Entertainment & Cultural Enterprise Management**  
University of the West Indies, Kingston, Jamaica
- **Associate in applied science in Business Administration**  
Guilford Technical Community College, Greensboro, NC

**CERTIFICATIONS AND LICENSES**

- Team Management for the Six Sigma Black Belt | *Kennesaw State University* | [Show credential](#)
- Foundations of Leadership Certification | *The National Society of Leadership and Success (NSLS)*
- Hospitality Leadership Excellence Certified | *Marriott International*
- The Fundamentals of Hotel Distribution | [Show credential](#)
- Project Management Essentials | [Show credential](#)
- Microsoft Office Specialist: Microsoft Excel Expert (Office 2019) | [Show credential](#)
- ServSafe Food Protection Manager Certification | *ANSI & CFP* | [Show credential](#)

**MAJOR ACCOMPLISHMENTS**

- Published Bank on Self-Investment...A Stimulus Check For One's Self | [View Book](#)
- Awarded Most Customer Obsessed Amazon Customer Service Representative
- Jamaica's Prime Minister Youth Award for Arts and Culture
- Jamaica's Governor General Award for Leadership
- Jamaica 4-H Clubs National Boy of The Year Champion | [View article](#)

**COMMUNITY INVOLVEMENT AND SERVICE**

- Volunteer, Davis Waldorf School [Annual School Auction] 2025 & 2026
- Coordinated donations for Operation Christmas Child, contributing over 1,000 shoeboxes
- Coached a second-grade student at Beacon Christian Academy to win the 2022 Youth Aviation Art Contest