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Chief Operating Officer | VP Operations | VP Strategy & Operations

EXECUTIVE SUMMARY

Operations executive with a consistent record of building the infrastructure, financial discipline, and organizational clarity that allow companies to scale without losing performance quality. Trusted by CEOs and executive teams as an operational counterpart: the person who converts strategy into executable plans, owns the financial outcomes of those plans, and builds the teams and systems that sustain them.

Brings deep experience leading complex, scaling, and matrixed organizations across financial services, technology, education, and professional services, with a track record of delivering measurable results across revenue, margin, delivery quality, and organizational health. Equally effective designing operating models from scratch and stepping into organizations that need to perform better. Consistently sought out for inflection-point roles where operational clarity, commercial discipline, and organizational trust must be built simultaneously – and where the gap between strategy and execution is the thing standing between the company and its next stage of growth.

Experienced driving scalability and operational continuity across PE-backed, enterprise, and high-growth technology organizations, with a consistent focus on revenue operations, workforce planning, and risk management. Holds dual citizenship - US and EU (Czech Republic) - and is eligible to work across the European Union without visa sponsorship.

EXECUTIVE HIGHLIGHTS

- **Drove measurable financial performance across multiple organizations:** 128% year-over-year increase in services revenue, 22% lift in overall services margin, and a 12% increase in average net margin through redesigned pricing models and disciplined engagement economics.
- **Scaled and led distributed organizations** across the US, LATAM, and UKI, operationalizing two international regions from the ground up, with at least one converting to a revenue-generating market within its first year.
- **Delivered consistently high-quality outcomes across diverse organizational contexts:** 90%+ client satisfaction in technology consulting, 100% completion of an enterprise-wide program within six weeks at a global financial institution, and a program engagement lift from 73% to 91% on a high-visibility government transformation.
- **Built operational infrastructure that measurably improved business performance,** driving a 15% efficiency gain and 30% productivity increase through process standardization and analytics, while deploying AI-enabled tools (artificial intelligence) that reduced proposal turnaround by three days and contract review cycles by one week.
- **Served as CEO's operational counterpart across multiple organizations,** co-leading across teams with shared accountability for business outcomes, strategic initiatives, and organizational design.

CORE CAPABILITIES

P&L Management & Margin Discipline
Operating Model & Organizational Design
CEO Partnership & Board-Level Communication
Global Operations Leadership & Scalability
Organizational Transformation & Change Management
Risk Management & Business Continuity

Commercial Strategy & Revenue Operations
Enterprise Portfolio & Program Governance
Global & Cross-Functional Team Leadership
AI-Enabled Workflow & Decision Support
Workforce Planning & Talent Development
Strategic Initiatives & Go-to-Market Strategy

PROFESSIONAL EXPERIENCE

CURROTEC (2025 – 2026)
Vice President, Operations

IT Consulting & Staff Augmentation Firm | US, LATAM & South Asia

Recruited to bring operational structure and delivery rigor to a growing consulting and staff augmentation business. Served as a full member of the executive team and operational counterpart to the CEO, co-leading the organization across delivery, commercial operations, and organizational design.

Selected Outcomes

- Designed and implemented the company's pricing model, establishing margin guidelines and engagement economics across all service lines, directly improving deal quality and delivery profitability.
- Increased billable utilization by 7% across the lowest-performing teams through targeted delivery interventions, org redesign, and performance management.
- Built and owned the sales engineering function, including the sales-to-delivery handoff process, ensuring pricing, scoping, and capacity alignment.
- Deployed AI-enabled tools (artificial intelligence) for proposal development and contract analysis, reducing proposal turnaround by three days and contract review cycles by one week, accelerating time-to-revenue.
- Implemented the company's first executive dashboards and business health analytics, giving leadership real-time visibility into utilization, delivery health, and financial performance.

Mandate & Scope

- Held full accountability for end-to-end operations from pre-sales through delivery, including sales engineering, pricing and margin discipline, delivery execution, and performance management across global teams.
- Redesigned the consulting organization, including role clarity, competency frameworks, and structural recommendations developed in direct partnership with the CEO.

THE WURSTA CORPORATION (2021 – 2025)**Vice President, Global Business Operations & Client Engagement***Google Premier Partner & IT Consultancy | North America, LATAM, UKI*

Joined to lead strategic initiatives and earned progressively broader operational authority across three distinct phases of the company's growth. Functioned as the CEO's operational counterpart across the full business, the connective tissue between executive strategy and organizational execution.

Selected Outcomes

- Drove a 128% year-over-year increase in services revenue and lifted overall services margin by 22% through redesigned pricing models, a productized services catalog, and disciplined sales-to-delivery handoff processes.
- Added 18% incremental top-line revenue through five new vendor partnerships, expanding the company's product and services portfolio.
- Improved operational efficiency by 15% through process standardization, platform enhancements, and introduction of data analytics across core business functions.
- Increased utilization by 30% within a key service line by clarifying the services portfolio, implementing pricing and margin discipline, and upgrading team capability through strategic talent decisions.
- Operationalized two international regions, including legal entity formation, banking, hiring infrastructure, and local compliance, with at least one converting to a revenue-generating market within its first year.
- Achieved 90%+ client satisfaction across the company's largest and most complex engagements.

Mandate & Scope

- Redesigned the consulting organization as the company scaled, developing role clarity, competency frameworks, performance management, and structural recommendations in partnership with senior leadership.
- Transitioned professional services delivery and assumed formal ownership of people operations, including payroll, benefits administration, employee relations, and recruiting for a geographically dispersed workforce.
- Managed organizational risk through sound legal frameworks, commercial governance, and disciplined delivery standards across domestic and international operations.

THE DEPOSITORY TRUST & CLEARING CORP (2020 – 2021)**Director, Business Transformation Office***Financial Services & Fintech | Global*

Recruited into a newly created enterprise-level role to lead cross-functional transformation initiatives and assess DTCC's operating model from a global perspective. Partnered with Managing Directors across the organization and presented recommendations directly to the Management Committee, driving large-scale organizational change and business continuity planning impacting all employees worldwide.

Selected Outcomes

- Delivered a comprehensive Future of Work operating model and secured unanimous Management Committee approval to implement changes impacting 5,000+ global employees.
- Designed and implemented a flexible work arrangements platform and executive dashboard, achieving 100% completion of work arrangement selections within six weeks.
- Launched DTCC's highest-performing internal communications campaign, driving adoption of operating model changes across the global workforce.
- Audited 60+ enterprise applications and developed a 3-year future-state technology roadmap, guiding platform investment and rationalization decisions.

Mandate & Scope

- Appointed as the inaugural enterprise portfolio leader within the Business Transformation Office, owning research, stakeholder engagement, and executive recommendations for DTCC's Future of Work initiative.
- Facilitated executive workshops with Managing Directors across six workstreams, synthesizing internal analysis with external research to drive operating model and business continuity decisions.
- Managed an external consulting firm and led a cross-functional team of 22 internal members and 8 external consultants, aligning diverse stakeholders around shared priorities.

THE WURSTA CORPORATION (2019 – 2020)**Principal Consultant**

Specialized in the turnaround of high-risk, troubled initiatives for mid- to large-sized organizations, restoring delivery stability, governance, and client confidence under compressed timelines.

- Shepherded recovery of a critical Google Workspace deployment for a global cybersecurity firm, ensuring zero data loss, uninterrupted service delivery, and remediation of 175+ applications.
- Stabilized delivery and addressed security vulnerabilities by bolstering governance, clarifying ownership, and refocusing teams on existing systems and processes.

DELOITTE NEW ZEALAND (2018)**Senior Consultant, Human Capital Services | Client: New Zealand Department of Corrections**

Led the Organizational Change Management (OCM) workstream within the Department of Corrections' largest and most visible transformation initiative, supporting the redesign of national employee rostering processes and implementation of new technology impacting 3,500 frontline staff. Designed and executed a comprehensive change and communications strategy in partnership with the Department's National Office and three labor unions, leading on-site engagement across correctional facilities nationwide.

- Increased program visibility and engagement from 73% to 91% and lifted self-reported project understanding by 27% within six weeks through a comprehensive multi-channel communications program.
- Strengthened collaboration between prison sites and the National Office, reflected in a 30% increase in information requests and higher-quality operational feedback.

- Secured Governance Board approval for a 12-month change strategy covering project budgets, staffing, and multi-channel communications.
- Managed a \$500K budget across staffing, travel, communications collateral, and training delivery.

KAPLAN INC (2010 – 2016)**Executive Director, Enterprise Portfolio & Platforms**

Global Education Services Company | 6 global divisions

Built and expanded enterprise capabilities during a period of executive transition and rapid organizational change, serving as the trusted operational partner to a newly appointed CIO and earning CEO visibility on the company's most critical cross-divisional initiatives. Progressed from Director to Executive Director within 13 months based on expanding enterprise impact, and was selected for the CIO Council Leadership Development program, a distinction given to only 8 individuals across the organization.

Selected Outcomes

- Built Kaplan's first enterprise-wide PMO, establishing governance, prioritization frameworks, KPIs, and execution discipline across six independently operated global divisions.
- Delivered the largest system deployment in company history – Google Workspace for 28,000 employees – on time and on budget, after authoring the business case and securing executive approval.
- Generated approximately \$1M in cost savings through hardware inventory controls, redeployment protocols, and procurement standardization, cutting software license renewal expenses by 28% and reducing hardware acquisition costs by \$750K.

Mandate & Scope

- Served as trusted operational partner to the CIO, owning delivery of the company's most critical global and cross-divisional strategic initiatives while establishing the governance and operating rhythms that aligned independently operated divisional leaders around enterprise priorities.
- Owned enterprise collaboration platforms, desktop operations, and executive IT support, including oversight of strategic vendor partnerships and contract negotiations.

ADDITIONAL EXPERIENCE

Earlier career included technology consulting roles at **Ernst & Young** and **Deloitte & Touche**, and senior technology and operations roles at **Pfizer** and **LNR Partners** – building a foundation in financial analysis, enterprise systems, and large-organization operations.

EDUCATION**Master of Business Administration (MBA), Information Systems & Management | Entrepreneurship & Innovation**

New York University – Leonard N. Stern School of Business, New York, NY

Bachelor of Arts (BA), Economics concentrated in Mathematics & Finance, Honors Program

University of Michigan – College of Literature, Science & the Arts, Ann Arbor, MI