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Chief Operating Officer | VP Operations | VP Strategy & Operations

Operations executive who builds 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, converting strategy into executable plans, owning financial outcomes, and building the teams and systems that sustain them.

Brings deep experience leading complex, scaling, and matrixed organizations, delivering measurable results across revenue, margin, delivery quality, and organizational health. Equally effective designing operating models from scratch or 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.

Experienced driving transformation, value creation, and scale across PE-backed, enterprise, and high-growth organizations through disciplined revenue operations and workforce planning. Holds dual citizenship and is eligible to work across the European Union without visa sponsorship, a meaningful operational advantage for mandates with cross-border scope.

EXECUTIVE HIGHLIGHTS

- **Drove financial performance across multiple organizations:** 128% year-over-year increase in services revenue, 22% lift in services margin, and 12% increase in average net margin through redesigned pricing models and disciplined engagement economics.
- **Built and scaled global operations,** more than doubling organizational size while maintaining 90%+ client satisfaction and delivery quality.
- **Led large-scale transformations in complex environments,** delivering enterprise operating model changes impacting 5,000+ employees and driving engagement from 73% to 91% on a government initiative.
- **Modernized operations through AI-enabled tools and process standardization,** improving efficiency by 15%, raising productivity by 30%, and reducing critical cycle times.
- **Served as CEO's operational counterpart with P&L accountability** across multiple organizations, owning delivery execution, commercial operations, and organizational performance.

CORE CAPABILITIES

P&L Management & Margin Discipline

Operating Model & Organizational Design

CEO Partnership & Board-Level Communication

Workforce Planning & Talent Development

Commercial Strategy & Revenue Operations

Organizational Transformation & Change Management

Global & Cross-Functional Team Leadership

Risk Management & Business Continuity

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 as operational counterpart to the CEO. Owned the full operational lifecycle from pre-sales through delivery across global teams, including sales engineering, pricing and margin discipline, and delivery execution. Also led organizational diagnostics, building role clarity, competency frameworks, and structural recommendations to improve team effectiveness.

- Designed and implemented the company's first pricing model with margin guidelines, improving deal quality and increasing average deal margin by 12%.
- Implemented targeted interventions and performance management across 2 delivery teams operating at 57% utilization, increasing billable utilization to 64% (7-point gain).
- Deployed AI-enabled tools (including Gemini, Gamma, and a custom GPT) for proposal development and contract analysis, reducing proposal turnaround by 3 days and contract review by 1 week.
- Implemented the company's first executive dashboards, giving leadership real-time visibility into utilization, delivery health, and financial performance and improving resource allocation.

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 as the company scaled. Functioned as the CEO's operational counterpart across the full business, translating executive strategy into organizational execution. Scope included redesigning the consulting organization, building role clarity, competency frameworks, and performance management infrastructure to sustain delivery quality through rapid growth.

- Redesigned pricing models and implemented disciplined sales-to-delivery handoff, driving a 128% year-over-year increase in services revenue and lifting overall services margin by 22%.
- Built five new vendor partnerships, adding 18% incremental revenue.
- Accelerated sales cycles and reduced administrative overhead by implementing standardized processes, platform enhancements, and analytics, improving operational efficiency by 15%.
- Increased utilization by 30% within a key service line through services portfolio clarification, pricing discipline, and strategic talent upgrades.
- Operationalized two new regions from the ground up (legal entity formation, banking, hiring, compliance), with LATAM becoming revenue-generating in year one at 8% of total company revenue.
- Increased client satisfaction to 90%+ across the largest and most complex engagements while the company more than doubled in size from ~45 to 100+ employees.

THE DEPOSITORY TRUST & CLEARING CORP (2020 – 2021)

Director, Business Transformation Office

Financial Services & Fintech | Global

Recruited into a newly created, enterprise-level role during a period of significant organizational disruption to lead cross-business transformation and assess DTCC's operating model. Led a team of 22 staff and 8 external consultants across six workstreams – culture, technology, flexible work, workplace design, return-to-office, and management practices – presenting recommendations directly to the Management Committee, securing unanimous approval for changes impacting 5,000+ global employees.

- Designed and implemented a flexible work arrangements platform and executive dashboard, achieving 100% selection completion within six weeks.
- Launched 3 new programs that reduced meeting volume, upskilled people managers for distributed team leadership, and drove consistent achievement of quarterly performance targets across teams.
- Reduced technology sprawl by auditing 60+ applications, deploying 2 new tools to address functionality gaps, and retiring 1 end-of-life application as part of a 3-year strategic roadmap.

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.

- Rescued a failing Google Workspace deployment for a global cybersecurity firm, ensuring zero data loss, uninterrupted service delivery, and complete remediation of 175+ applications.
- Stabilized project delivery and client confidence by bolstering governance, clarifying ownership, and refocusing teams on existing systems to address security vulnerabilities.

DELOITTE NEW ZEALAND (2018)

Senior Consultant, Human Capital Services | Client: New Zealand Department of Corrections

Led the Organizational Change Management workstream for the Department of Corrections' largest transformation initiative, supporting rostering process redesign and technology implementation impacting 3500+ frontline staff in partnership with the National Office and three labor unions.

- Increased program engagement from 73% to 91% and lifted project understanding by 27% within six weeks by implementing a multi-channel communications program.
- Strengthened collaboration between 11 prison sites and the National Office through on-site visits, leadership sessions, and multi-channel communications, reflected in a 30% increase in information requests and improved feedback quality.
- Secured Governance Board approval for a 12-month change strategy and managed a \$500K budget covering 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, serving as the trusted operational partner to a newly appointed CIO with direct visibility to the CEO. Progressed rapidly from Director to Executive Director based on expanding enterprise impact and was selected for the CIO Council Leadership Development program.

- Built the first enterprise-wide PMO, creating global portfolio visibility, a standardized intake and rationalization process, consistent execution discipline, and cross-divisional resource and knowledge sharing across six independently operated global divisions.
- Championed and delivered the largest system deployment in company history by authoring the business case, securing executive approval, and leading the Google Workspace rollout for 28,000 employees, completing on time and on budget.
- Generated approximately \$1M in cost savings through procurement standardization, hardware inventory controls, and redeployment protocols, cutting software license expenses by 28% and hardware acquisition costs by \$750K.

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** (PE-backed real estate financing and services), 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