

Shoshanna Grunwald

Business operations and strategic personnel and change management leader
for organizations committed to excellence in pursuit of doing good, for people and our planet.

EXPERIENCE

University of Vermont, Burlington, VT

2015 - 2025

Director of Business Operations, Division of Student Affairs, 2020 - 2025

- Oversaw a \$100+ million annual operating budget and a \$40 million capital budget for a division of eight departments. Guided HR management practices for the 200+ employee division, including organizational structure and position design, performance management and discipline, compliance with collective bargaining agreements, and talent acquisition and development.
- As contract administrator for campus-wide dining services valued at over \$30 million annually, directed facilities projects, asset management, and coordination across vendors and partners.
- Led a team of twelve administrative professionals, supervising five directly.

Business Manager, Career Center, 2015 - 2020

- Guided business process development, human resource and performance management, and financial oversight, annual budgeting, reporting, and analysis.
- Supervised three staff members in a redeveloped approach to the department's marketing, data, technology, and administrative needs.

Smart Resource Labs, Burlington, VT

2015

Operations Manager

- Managed finances and bookkeeping; developed controls and reporting procedures for improved financial insights and decision-making.
- Revised the organizational structure, personnel policies, and job descriptions.
- Implemented and improved project management, customer relationship management, and other business systems through new tools, training, and processes.
- Managed sustainability and energy efficiency-focused web development and field services projects.

The Energy Co-op, Philadelphia, PA

2009 - 2014

Director of Operations, 2013 - 2014

- Developed goals, strategies, and tactical plans across multiple business lines with proven and emerging technologies to increase access to and use of renewable energy. Analyzed business performance and instituted benchmarking and evaluation tools.
- Managed Salesforce CRM database, including administration, development, training and support. Regularly increased ROI through feature expansions, automations, and third-party application integrations, specifically focused on reporting, data integrity, and quality control.
- Provided leadership and expertise on the cooperative business model and values.

Membership Manager, 2010 - 2013

- Revamped membership marketing, operations, evaluation and reporting, consistently exceeding annual financial, retention, and engagement goals.
- Initiated special projects, driving increased operational efficiency and improved member satisfaction, including migrating to Salesforce, and launching a Drupal-based website for e-commerce and membership management.

Member Services Associate, 2009

- Increased membership revenue and contributions by over 200% through improved business processes, exceptional customer service, and effective communications.

Kelly Services, Office and Administrative Staffing Division, Philadelphia, PA 2007 - 2008

Staffing Supervisor

New Jersey Coalition Against Sexual Assault, Trenton, NJ 2006 - 2007

Project Coordinator

Center for Non-Profits, North Brunswick, NJ 2002 - 2006

Program Associate

AT&T, Business Managed Internet Services Division, Piscataway, NJ 2000 - 2002

Performance Consultant, 2001 - 2002**Client Services Specialist, 2000 - 2001****EDUCATION**

Rutgers University, New Brunswick, NJ 2006

BA in Women's and Gender Studies, summa cum laude

The Non-Profit Center at LaSalle University, Philadelphia, PA 2011

Certificate in Marketing & Communications

Nonprofit Executive Leadership Institute at Bryn Mawr College, Bryn Mawr, PA 2012

Certificate in Ascending Leadership

VOLUNTEERING

Art Hop volunteer, South End Arts and Business Alliance (SEABA), Burlington, VT 2017 - 2019, 2025

Administrative volunteer, Local Motion, Burlington, VT 2019

Cofounder and steering committee member, Philadelphia Area Cooperative Alliance, Phila., PA 2011 - 2015

Committee member, Mariposa Food Co-op, Philadelphia, PA 2008 - 2009

Advanced tax preparer for EITC recipients, Campaign for Working Families, Philadelphia, PA 2008 - 2009