

METRO COUNCIL VACANCY APPLICATION FORM

KRS 67C.103(6) provides that a person must satisfy the following criteria) to serve as a member of Metro Council:

No person shall be eligible to serve as a member of a consolidated local government council unless he or she is at least eighteen (18) years old, a qualified voter, and a resident within the territory of the consolidated local government and the district that he or she seeks to represent for at least one (1) year immediately prior to the person's election. A council member shall continue to reside within the district from which he or she was elected throughout the term of office.

Please provide the following information:

Full Legal Name * Christa Marie Wiley

Date of Birth *



Current Residential Address *



1447 S 6th St
Louisville, KY 40208
United States

Length of residence at current address 3 years 9 months

*

Attach your resume *



[christa_wiley_district_6_council_candidate_1.pdf](#)

34.28 KB • PDF

Name *

Christa Wiley

Email *



By submitting this form, I hereby certify that the above information is true and correct, and I meet all the statutory and constitutional qualifications for the vacant office for which I am applying.

Christa Wiley

Christa Wiley, District 6 Council Candidate

Louisville, KY, United States, [REDACTED]

PROFILE

My goal is to use resident voices to shape community improvements and intentionally invest in neighborhoods. I'd like to bring my 20+ years of experience as an effective operational leader to District 6. I am a productive communicator who can collaborate cross functionally to reduce frustration and problems that prevent people and companies from reaching their full potential. From spearheading start up organizations, I have an in depth understanding of managing competing priorities, aligning stakeholders, and using effective problem solving to provide direction and recommendations. I am a data driven leader who analyzes multiple sources of information to maximize financial allocations and programmatic decisions.

EMPLOYMENT HISTORY

2022 — 2023

Project Manager, Consultant, Mindive Therapy-Private Therapy Practice

Louisville, KY

Brought operational and organizational expertise to create and implement a project plan to streamline processes and procedures for a growing Therapy Practice.

- Collaborated with leadership utilizing Asana to provide visibility of progress and assign deadlines
- Streamlined data gathering in Client Healthcare software resulting in a 15% reduction in Clinician errors
- Developed and facilitated training on best practices and business processes with a 50% increase in project completion

2018 — 2022

Vice President of Operations, Generation Tux-Online Suit and Tuxedo Rental Company

Louisville, KY

Strategized, built and implemented growth plan for operations with a year over year average business growth of 45%. Scaled staffing from 30 to 250 team members, lead implementation of software solutions that saved \$600k annually, negotiated terms with UPS returning a cost savings of 23% per unit.

- Scaled management and operational teams from 30 to 250 staff members to support rapid growth in Warehouse operations and Customer Experience
- Formulated and tracked annual budget utilizing forecast and historical data to provide accurate department spend
- Lead stakeholder in development of proprietary software which resulted in 50% increase in efficiency and productivity with an annual savings of \$500k
- Developed and maintained strong relationships with international vendors and suppliers to establish mutually beneficial agreements
- Collaborated with Marketing on a successful customer engagement campaign that increased conversion rate from 15% to 35% with an annual savings of \$70k in material cost
- Analyzed market trends and historical data for merchandise buy to meet customer demand, with growth exceeding 45% year over year
- Utilized data warehouse to create visibility dashboards for management to meet daily goals of 98% on time shipment delivery

2016 — 2018

Director of Operations, Generation Tux-Online Suit and Tuxedo Rental Company

Louisville, KY

Identified, developed and implemented processes and efficiencies to streamline the outbound operations that resulted in higher morale, lower error rates and increased productivity.

- Spearheaded a software solution to improve customer experience by decreasing call volume 30% and wait time 25%
- Streamlined order fulfillment processes, increased productivity by 25% and lowered error rate by 10%
- Identified systemic issue with merchandise return technology and increased recovery rate of merchandise to 90%
- Developed efficient QC and receiving process of \$6M in merchandise annually with reconciliation to ensure 100% accuracy of receipt of goods or credits granted by vendor
- Provided direction for styling of photo shoot images, website images and layout of merchandise on website to increase customer appeal and boost low performing styles by 10%

2014 — 2016

Operations Manager, Generation Tux-Online Suit and Tuxedo Rental Company

Oakland, CA

Built the Customer Service Experience department from inception to public launch of company. Recruited for successful track record of building dynamic and professional support teams.

- Collaborated with engineers, leadership and support staff to provide direction on the customization and implementation of software solutions which streamlined all customer data in one place for ongoing analysis
- Developed and delivered training to 12 hires to prepare for company launch at Salesforce Dreamforce event
- Increased public facing information based on market research to create smoother customer experience on company website
- Quality control of database of 100k+ catalog IDs to improve accurate inventory tracking

2010 — 2013

Operations Manager, Astor & Black Custom Clothing-Custom Apparel Company

Fort Lauderdale, FL

Conceived, developed and led a new department that ensured accuracy of all sales orders submitted to international factories for custom apparel manufacturing. Department was resoundingly successful, estimated savings \$1.8M annually from lowering error rate by 50% and reducing production time by 3 weeks per unit.

- Developed all FAQs and reference materials for support team to provide quick and accurate information reducing sales agent error rates by 50%
- Managed and maintained seasonal rolling inventory catalog of 16k unique fabric IDs for International Field Sales team that ensured up to date availability
- Collaborated with Engineering team on internal custom software overhaul to mimic field order form to streamline data entry, resulted in 90% improved accuracy and completion
- Lead stakeholder in software development, implementation was not completed to understand long term positive impact
- Cultivated and maintained vendor relationships with international production managers to keep merchandise production on time with 85% on time to US

COMMUNITY ENGAGEMENT

2020 — Present

Treasurer and Member, Friends of the Library, Main Branch

Louisville

Manage \$5000 in book sales/donations to purchase Board games and developmental activities for children to borrow, appreciation lunches for 100+ LFPL staff and the Friends of the LFPL swag.

2019 — Present

Member, Central Park West Neighborhood Association

Louisville

Support neighborhood improvements and functions.

2021 — 2021

Volunteer, LouVax

Louisville

Handled resident check in process and data entry in Salesforce. Increased role to on the floor IT support for all volunteers.

2022 — 2023

Volunteer, Dare to Care Food Bank

Louisville

Prepping meals for afterschool programs.

EDUCATION

2022 — 2022

Project Management Professional Certificate, Google

Louisville, KY

2021 — 2021

Certificate, Massachusetts Institute of Technology

Louisville, KY

Implementing Industry 4.0, Leading Change in Manufacturing and Operations

1998 — 2000

Ohio State University, Columbus

Columbus, OH

Course work toward Bachelor of Arts

SKILLS

Teamwork

Effective Time Management

Decision Making

Adaptability

Ability to Multitask

Leadership

Communication Skills

Critical Thinking Skills

Fast Learner

Complex Problem Solving