JUSTIN RYAN

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PRIVATE CLIENT OPERATIONS | PERSONAL ASSISTANT | EXECUTIVE SUPPORT

High-trust operations professional with long-running private-client experience plus a later career in B2B account management and distributed operations. Strongest where discretion, responsiveness, vendor coordination, property/household continuity, and anticipating problems before the principal has to ask are more important than titles.

RELEVANT EXPERIENCE

Independent Operations Practice — Private Clients, Property, Events | 2010–2014 | Southern California · Las Vegas

- Supported high-net-worth private clients across household/property logistics, vendors, appointments, events, purchases, and day-to-day operational needs.
- Coordinated contractors, service providers, household needs, and time-sensitive exceptions while handling private information with discretion.
- Worked in environments where missed details had immediate consequences and where reliable follow-through mattered more than visible credit.
- Managed high-value property/items and sensitive personal context with a strong accountability mindset.

Regional Director of Operations — Avenor (independent software company) | 2025–Present | Remote

- Operate inside a global software environment spanning **35+ countries and roughly 180 simultaneous implementations**.
- Standardized ownership, handoffs, status visibility, and escalation workflows, contributing to approximately **25% lower regional operating overhead**.
- Bring the same private-client discipline to distributed work: anticipate blockers, make next actions explicit, and do not make stakeholders chase for status.

B2B Sales & Account Lead — T-Mobile | 2014–2021

- Managed **100+ business accounts** with approximately **20% annual growth** and **Lowest Account Turnover three consecutive years**.
- Handled **CPNI/PII-sensitive information** and **$250K+ inventory accountability**.
- Built proactive relationship-management habits around quiet accounts and subtle risk signals.

Founder & Operations Architect — Tangle Trove | 2020–Present | Remote

- Own vendors, inventory, customer exceptions, fulfillment, systems, and operational problem-solving for a roughly **$50K/year** specialty ecommerce operation.

CORE STRENGTHS

Discretion • Private Client Service • Personal Assistance • Vendor / Contractor Coordination • Property & Household Operations • Executive Support • Sensitive Information • High-Value Accountability • Anticipatory Problem Solving • Scheduling / Logistics • Escalation Management

EDUCATION

Associate Degree in History — Santa Monica College, Completed

Bachelor of Liberal Studies with Management Minor — University of Maine at Presque Isle, In Progress