

Route Maya to the right desk.

Maya Chen · Director of Operations

Healthtech · customer delivery · Chicago / remote · nine years in growth-stage technology

CANDIDATE POSITIONING

One scannable breath.

Operations leader who turns
customer-launch chaos into
measurable cadence across
implementation, product,
support, and finance.

Use only proof present in Maya's source
résumé. Do not invent urgency, compensation,
or application status.

LAUNCHES

28% faster median cycle

ECONOMICS

\$1.8M verified annual savings

FORECASTING

67% → 89% accuracy

LEADERSHIP

Coaches five program managers

PRIORITY ROUTE

Three desks. Three different asks.

88	Max Gerdes Motion Recruitment	Public SaaS Delivery Lead search matches enterprise implementation and cross-functional customer delivery.	SEND FIRST
69	Caroline Halford Motion Recruitment	Operations Support Lead mandate is adjacent: service delivery, SLAs, escalation control, team building.	ASK FOR ROUTING
61	Stina Ladd True	Operational executive searches in regulated sectors; seniority fits, industry is adjacent.	OPTIONAL EXPANSION

SEND FIRST

To Max Gerdes Public Motion profile / job route

SUBJECT **SaaS delivery leadership**

Max, the Delivery Lead search you posted emphasizes the exact intersection I've been operating in: enterprise implementation, customer-facing delivery, and coordination across product and engineering.

I'm a Director of Operations in healthcare software with nine years in growth-stage technology. I rebuilt launch planning to reduce median customer launch time 28%, improved forecast accuracy from 67% to 89%, and currently coach five program managers.

Would it make sense to share my résumé for senior customer delivery or operations leadership searches on your desk?

Best,
Maya Chen

WHY IT WORKS

Verified hook. Three résumé proofs. One low-friction pipeline ask.

ROUTING ASK

To Caroline Halford Public Motion role route

SUBJECT **Operations leadership pipeline**

Caroline, your Operations Support Lead search centers service delivery, escalation control, and building a customer-facing team. The telecom role itself is not my target, but the operating mandate is close to the work I lead.

I run cross-functional operations for a 140-person healthcare software business; recent work cut late implementation escalations 34% and produced \$1.8M in annual savings without reducing service levels.

Do you cover Director-level customer operations or delivery searches, or is there someone else at Motion I should contact?

Best,
Maya Chen

WHY IT WORKS

Names the mismatch honestly.
Asks for routing—not the wrong role.

OPTIONAL EXPANSION

To Stina Ladd Official True profile

SUBJECT **Regulated-tech operations**

Stina, your True profile notes operational executive work across financial services and fintech. I'm exploring whether my healthcare-software operating background translates to a broader regulated-technology mandate.

Over nine years I have built planning, launch, and measurement systems across implementation, support, product, and finance—most recently reducing customer launch time 28% and consolidating workflows for \$1.8M in verified annual savings.

Would my profile be relevant to Director/VP operations searches in your practice, or is my level and sector outside the desk you cover?

Best,
Maya Chen

WHY IT WORKS

Tests an adjacent market without pretending it is a direct healthtech match.

BEFORE SEND

Personalization must survive a source check.

Hook

Public role, post, or official bio —not praise that could fit anyone.

Proof

Only facts present in Maya's source résumé.

Ask

Pipeline fit or routing. One favor, not three.

Channel

No guessed private email. Use a verified public route.

FOLLOW-UP RULE

One useful follow-up after seven business days. Add a new detail; close the sequence after that.