

MAYA CHEN

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SUMMARY

Operations leader with 9 years of experience building planning, launch, and measurement systems for growth-stage technology organizations. Led cross-functional process changes that shortened customer launch cycles, improved forecast accuracy, and reduced annual operating cost. Experienced in operating cadence, capacity planning, service operations, and program-team leadership.

EXPERIENCE

Northstar Health, Chicago, IL 2022 – Present

Director of Operations

- Lead operating cadence across product, implementation, support, and finance for a 140-person healthcare software business
- Rebuilt intake, capacity planning, and launch readiness, reducing median customer launch cycle time by 28% in two quarters
- Consolidated vendors and redesigned three high-volume workflows, producing \$1.8M in verified annual savings without reducing service levels
- Created an executive risk review that cut late implementation escalations by 34%; manage and coach five program managers

Northstar Health, Chicago, IL 2019 – 2022

Senior Operations Manager

- Built the company's first quarterly planning system across six product lines, clarifying dependencies, decision owners, and capacity tradeoffs
- Partnered with Data to replace conflicting launch reports with one governed scorecard, improving forecast accuracy from 67% to 89%
- Designed a customer handoff standard that shortened time-to-first-value by 11 days and was adopted by four regional delivery teams

Brightwell Systems, Evanston, IL 2016 – 2019

Program Manager

- Coordinated enterprise onboarding across sales, solutions, engineering, and support for a portfolio representing \$12M in annual recurring revenue
- Introduced milestone-based risk reviews and a reusable implementation playbook that reduced late-stage customer escalations
- Facilitated weekly decision reviews for eight concurrent launches and documented ownership, timing, and unresolved dependencies

EDUCATION

Northwestern University, Evanston, IL June 2016

Bachelor of Science in Industrial Engineering

PROFESSIONAL SKILLS

Operations: Quarterly planning, capacity planning, launch readiness, KPI governance, service operations, vendor strategy

Tools: SQL, Looker, Salesforce, Jira, Notion, Microsoft Excel, process mapping

ADDITIONAL INFORMATION

- Lean Six Sigma Green Belt, 2020
- Volunteer mentor, Chicago Women in Operations, 2023 – Present