

MARY “MIMI” WEARY

Operations Consultant | Technical Project Manager | Systems & Process Improvement

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PROFILE

Operations and technical project management professional with 10+ years of experience supporting nonprofits, professional associations, and client-facing organizations. Specializes in operational planning, CRM and business systems, process improvement, documentation, digital operations, and cross-functional delivery. Brings practical, collaborative support to teams that need clear systems and reliable execution.

AREAS OF EXPERTISE

Fractional Operations Support • Project & Program Management • CRM & Database Administration • Workflow Improvement • SOPs & Documentation • Stakeholder & Vendor Coordination • Systems Implementation • Website Maintenance • Reporting & Analytics • Training & Change Support

PROFESSIONAL EXPERIENCE

Operations Consultant | Independent | 2025–Present

- Provide operational planning, project coordination, systems support, and process improvement for organizations seeking flexible capacity.
- Develop project plans, standard operating procedures, documentation, and workflows that clarify responsibilities and support consistent execution.
- Assess operational bottlenecks and recommend practical improvements to technology, communication, and administrative processes.

Technical Project Manager | MCI USA | Nov 2024–Sep 2025

- Managed cross-functional technical and operational initiatives for nonprofit and association clients, coordinating stakeholders, vendors, and internal delivery teams.
- Led HubSpot CRM implementation work for Copper Development Association, including requirements, testing, documentation, training, and rollout coordination.
- Coordinated a multi-system transition for MedTech Color, managing timelines, dependencies, quality assurance, and launch readiness.
- Improved recurring workflows and documentation, reducing manual administrative effort by approximately 30%.

Technical Operations Specialist | MCI USA | May 2023–Nov 2024

- Supported CRM platforms, websites, databases, registration systems, analytics, and integrations for nonprofit and professional association clients.
- Coordinated technical issue resolution, platform updates, testing, documentation, and vendor communication.
- Maintained operational systems and helped teams improve data quality, process consistency, and platform usability.

Web Developer & Project Manager | 100Devs | Oct 2020–May 2023

- Managed digital projects from discovery through launch, coordinating requirements, timelines, testing, and client communication.

- Built and maintained websites and supported content updates, technical documentation, and project handoffs.

Operations Manager | Plum Village Community of Engaged Buddhism | Oct 2013–May 2020

- Led nonprofit administrative and program operations, supporting executive leadership, board activities, volunteers, vendors, and community stakeholders.
- Coordinated operational logistics for retreats, conferences, and programs serving 500+ participants.
- Developed policies, procedures, documentation, and repeatable workflows to improve organizational continuity.
- Supported programs operating under the nonprofit umbrella, including fiscal sponsorship-related coordination.

TECHNOLOGY

HubSpot • Salesforce (working familiarity) • Asana • ClickUp • Jira • Airtable • Notion • Zapier • WordPress • Squarespace • Google Analytics 4 • Google Tag Manager • Google Workspace • Microsoft 365 • Slack • Zendesk

EDUCATION

Bachelor of Science, Business Management | Western Governors University