

Christian Turner
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Experience

Texas Slots & Gaming
Chief of Staff

Dallas, TX
October 2024 - March 2025

- **Served as a strategic advisor to the CEO**, leveraging data-driven insights and workflow tools (Monday.com, Salesforce CRM, Trainual, Gantt charts, Waterfall methodologies) to optimize execution across product, sales, and warehouse operations.
- **Streamlined executive reporting processes**, ensuring leadership teams were aligned and equipped with real-time, data-driven decision-making tools.
- **Developed standardized executive reporting frameworks**, improving leadership visibility into key financials, product roadmaps, and strategic priorities.
- **Facilitated board-level presentations and briefings**, ensuring stakeholders had clear insights into operational performance and investment decisions.
- **Led compensation strategy development for sales and labor teams**, aligning pay structures with performance KPIs and market benchmarks.
- **Executed company-wide HR policies**, including the development and management of the employee handbook, onboarding, offboarding, and performance management, ensuring seamless talent transitions, compliance, and professional development.
- **Increased operational efficiency by 30 percent** by deploying KPI-driven SOPs, ensuring accountability across sales, service, and facility teams.
- **Optimized sales pipeline and product development** by implementing CRM, structured workflows, and SOPs, enhancing team collaboration and aligning supply chain forecasting with sales and product development.
- **Drove accountability across 50+ stakeholders**, implementing structured communication frameworks to improve SLA adherence and timely strategic decision-making.

BlueCrossBlueShield
Enterprise Partner Manager (Contracts & Compliance)

Austin, TX
May 2024 - October 2024

- **Managed \$35M in vendor contracts**, securing 12 percent in renewal savings, reducing disputes by 15 percent, and improving SLA adherence by 18 percent through strategic negotiations.
- **Achieved a 95 percent renewal rate** and reduced contract risk by 18 percent through enforcement of compliance policies and detailed redline management.
- **Streamlined contract lifecycle processes**, increasing efficiency by 25 percent and cutting dispute resolution time by 30 percent.
- **Drove regulatory alignment, reducing contract redline revisions** by 22 percent and accelerating contract completion timelines, contributing to a 20 percent increase in multi-year agreements.
- **Developed KPI tracking systems for contract performance**, improving governance processes and executive decision-making.

- **Advised the CEO on strategic initiatives**, driving a 20 percent revenue impact through cross-functional alignment.
- **Developed sales programs, sales KPIs, and training frameworks**, partnering with the Chief Revenue Officer to scale revenue and improve sales efficiency.
- **Designed compensation models for sales and labor teams**, ensuring incentives aligned with performance metrics and long-term business objectives.
- **Developed company-wide policies**, including HR governance, operational compliance, and performance management structures.
- **Led HR policy execution**, ensuring smooth onboarding, offboarding, and career development frameworks for employees.
- **Designed and delivered board-level reports and executive briefings**, providing real-time insights into operational performance and strategy execution.
- **Managed FedEx's repair warranty program**, overseeing supply chain operations across the U.S., China, and Taiwan, cutting costs by 28 percent while maintaining 99.9 percent SLA compliance.
- **Led cross-functional teams of 40+**, ensuring seamless execution of supply chain initiatives and reducing logistics bottlenecks.
- **Developed KPI dashboards and project management tools**, equipping executives with real-time insights into performance and efficiency.

Staymobile
Sr. Director - Supply Chain Management

Atlanta, GA
Nov 2018 - May 2021

- **Reported directly to the CEO**, leading supply chain strategy meetings to optimize global sourcing, reduce lead times by 20 percent, and improve supplier performance.
- **Led Oracle NetSuite deployment**, integrating automation tools to optimize inventory, shipping, and real-time reporting.
- **Collaborated with sales teams** on operational frameworks, improving sales handoff processes and post-sales support experience.
- **Managed global tech integrations**, reducing deployment timelines by 30 percent and improving supply chain scalability across multiple regions.
- **Optimized demand forecasting**, increasing accuracy by 18 percent, reducing service disruptions by 36 percent.
- **Scaled international manufacturing and logistics**, securing \$5M in new revenue and \$15M in cost savings through supplier negotiations.

Staymobile
Sr. Director - Operations

Atlanta, GA
Dec 2014 - Nov 2018

- **Reported directly to the CEO**, leading process optimizations that reduced bottlenecks by 25 percent, improved cross-functional collaboration, and developed KPI dashboards that provided real-time insights into revenue, operations, and performance.

Education & Certifications

B.S., IT Western Governors University, Salt Lake City UT | **Certified Scrum Master**, Scrum Alliance | **Project+**, CompTIA