

RACHEL KLEPADLO

Operations Manager | Multi-Department Operations & Office Leadership

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PROFESSIONAL SUMMARY

Operations leader with 15 years running the day-to-day of a high-volume commercial services company, helping it scale from 12 to 100+ employees. The person everyone went to: assigning and tracking work across departments handling 15–45 jobs a day, resolving client and vendor issues, owning insurance and compliance, and building the policies, hiring, and systems that let a growing team perform. Brings an MBA in progress (Baruch) and a hands-on, take-ownership approach to keeping operations accurate, on time, and accountable.

CORE COMPETENCIES

- **Operations:** Multi-department workflow oversight, work assignment & prioritization, SOP development, process improvement
- **People:** Recruiting, hiring, onboarding, training, performance management, attendance, HR administration
- **Insurance & Compliance:** COI review and compliance, coordination with commercial brokers, carriers, and property managers; OSHA, DOT, DOL
- **Finance & Admin:** Budgeting, estimating, pricing and pay-scale review, bookkeeping, AP/AR, office systems
- **Technology:** Procore, PlanGrid, QuickBooks, Microsoft Office; quick to adopt new platforms

PROFESSIONAL EXPERIENCE

Quality Installations of NY Inc — Maspeth, NY 08/2011 – 09/2026

Commercial Project Manager / Estimator (Operations & Office Management)

Operations & Workflow

- Managed the office and all aspects of its operations, overseeing project management, estimating, field crews, and administration while coordinating 15–45 jobs per day.
- Assigned, prioritized, and monitored work across departments and subcontractors, managing timelines, milestones, dependencies, and critical path so nothing fell through the cracks.
- Served as the primary point of contact for operational, client, vendor, and job-site issues; resolved escalations, punch lists, and last-minute problems through to completion.
- Built relationships with major furniture dealers, vendors, and trades nationwide, maintaining service standards that earned a strong industry reputation.

People & Office Leadership

- Helped grow the company from 12 to 100+ employees; handled recruiting, hiring, onboarding, and training for office and field staff.
- Created and implemented company policies and procedures for both office and on-site teams, driving accountability and consistent standards.
- Covered Human Resources, bookkeeping, and AP/AR functions, including staff support, attendance, and day-to-day personnel matters.
- Reviewed pricing structures, pay scales, and operating costs to build a high-quality, high-performing team.

Insurance, Compliance & Systems

- Owned insurance compliance for every job, working directly with commercial brokers, insurance carriers, and property managers to secure and review certificates of insurance and meet coverage requirements.

- Addressed OSHA, DOT, and DOL job-site compliance matters for office and field operations.
- Prepared and executed project proposals, budgets, and estimates; managed project and financial data in Procore, PlanGrid, and QuickBooks.

EDUCATION

Baruch College, Zicklin School of Business — MBA (in progress) *Expected 2027*

CUNY School of Professional Studies — B.S., Business *01/2025*

CUNY School of Professional Studies — Project Management Coursework *2023*

Queens College, CUNY — B.A., Sociology *05/2012*

VOLUNTEER & INTERESTS

NYC Animal Care and Control Volunteer (2025 – Current), mentoring new volunteers | USA Powerlifting member (2025, 2026) | Pilates