Emily Koberling
Simi Valley, CA | 805-368-8891 | ekoberling@gmail.com | linkedin.com/in/emilykoberling

Professional Summary

Accomplished operations leader and practical problem solver with a proven record of improving business performance, developing high-performing teams, and delivering exceptional customer service. Experienced in business and financial administration, employee management, contract negotiations, and daily operational oversight. Highly self-directed and proactive in identifying problems, challenging inefficient practices, and taking ownership of solutions from investigation through implementation. Lean-certified, with a strong focus on continuous improvement, process optimization, and automation. Leads with integrity, accountability, and a genuine commitment to treating employees and customers well.

Career Highlights

- Built and developed high-performing teams, creating a culture of accountability and achieving average employee tenure exceeding 13 years.
- Reduced operating costs by 30% through process improvements, automation, and resource optimization while maintaining strong service performance.
- Consistently achieved 98% SLA adherence and customer satisfaction scores of 4.8+/5.
- Designed, built, and implemented operational workflows, automation, and scalable processes from the ground up, improving efficiency, accuracy, and consistency across business operations.

Core Competencies

- Business Operations & Administration
- Budgeting & Financial Administration
- Contract Management, Negotiations & Compliance
- Customer Service & Relationship Management
- Employee Hiring, Performance Management & Development
- Workplace Policies & Employment Practices
- Process Improvement & Root-Cause Analysis
- Vendor Management & Service Coordination
- Invoicing, Billing & Operational Reporting
- Standard Operating Procedures & Playbooks
- Workforce Planning & Performance Metrics
- Technology, AI & Workflow Automation

Systems

Microsoft 365 | Excel | Power BI | Salesforce | MSCRM | Freshdesk | Halo | Microsoft Copilot | JIRA

Professional Experience

SAGE PUBLICATIONS, INC., Thousand Oaks, CA — Oct 2006 - Aug 2026

Director, Global Account Support

Led customer operations, business administration, and service delivery across a diverse portfolio of digital, SaaS, and physical products. Managed 28 employees across three countries, including managers, supervisors, and individual contributors.

- Oversaw daily operations including customer onboarding, contracts, account administration, fulfillment, invoicing, renewals, and service delivery.
- Managed departmental budgets, operating expenses, and financial administration, partnering with Finance to resolve billing discrepancies and customer payment issues.
- Developed and oversaw operational performance reporting, investigating discrepancies, validating information across systems, and resolving underlying issues to ensure accurate records and reliable business decisions.
- Independently identified and took ownership of operational challenges, investigating root causes, challenging existing practices, and implementing lasting improvements through process redesign, automation, and standardized procedures.
- Owned contract administration and management, ensuring accurate documentation, meticulous record-keeping, and compliance with contractual terms.
- Managed employee hiring, onboarding, performance evaluations, coaching, and development, fostering an accountable, supportive team culture while applying workplace policies and California employment practices.
- Implemented AI-enabled support tools, customer self-service solutions, and workflow automation through operational expertise, content development, and testing to improve efficiency and customer experience.
- Built trusted relationships with executives and department leaders, constructively challenging assumptions, influencing decisions, and bringing teams together to resolve issues and deliver results.

- Directly managed a $12M customer renewal portfolio, leading negotiations and customer engagement to achieve 92% retention.

Associate Director, Account Support

Expanded responsibility for customer operations, fulfillment, contract administration, renewals, and financial workflows supporting a growing product portfolio.

- Managed an $11M customer renewal portfolio, sustaining 91% retention through direct negotiations, proactive engagement, and relationship management.
- Took ownership of contract administration, establishing clear standards and expectations, improving record-keeping, and redesigning workflows to increase efficiency, strengthen reporting, ensure contractual compliance, and enhance the customer experience.
- Developed and managed departmental budgets, forecasts, and performance reporting to support operational planning and informed decision-making.
- Partnered with cross-functional teams to establish processes and service capabilities for new products, ensuring operational readiness and a consistent customer experience.

Senior Manager, Account Support and Operations

Managed customer support, subscription operations, fulfillment, vendor relationships, and administrative functions supporting a diverse portfolio of products.

- Built an Account Support department from the ground up for a newly established Sales organization, establishing team structure, hiring and training employees, and creating workflows and performance expectations.
- Managed outsourced service and fulfillment vendors, overseeing contracts, service performance, and issue resolution.
- Coordinated daily customer support, order fulfillment, and subscription operations, resolving service issues and maintaining accurate, timely delivery.
- Worked across Sales, Finance, Marketing, Production, and Technology to resolve operational challenges, improve processes, and support business needs.

Additional Experience

COUNTRYWIDE INSURANCE SERVICES, INC., Simi Valley, CA

- Managed a $9M portfolio of strategic national accounts across homebuilding, financial services, and insurance, strengthening customer relationships and coordinating cross-functional service delivery.
- Managed promotional projects from concept through delivery, including vendor sourcing, negotiations, budgeting, production coordination, and fulfillment.

AFFINITY GROUP, INC., Ventura, CA

- Managed consumer operations, outsourced fulfillment, distribution, vendor performance, and multimillion-dollar budgets.
- Developed financial analyses, P&Ls, and operational improvements contributing to an 11% increase in profitability and more than $300,000 in annual savings.

Professional Development

- Lean Certified
- Graduate, Sage LEAD Leadership Program

Education

- Associate of Science Degree, Interior Design, Moorpark College, California