

Sydney Haygood

Office Manager | Operations & Employee Experience

Austin / San Antonio, TX

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SUMMARY

Operations and office management professional with 10+ years of experience supporting teams, managing workflows, and keeping organizations running smoothly. Known for being a trusted go-to person who brings structure, calm, and follow-through in fast-paced environments.

CORE SKILLS

- Office & Workplace Operations • Employee Experience & Support • Vendor & Facilities Management
- Onboarding & Training Support • Scheduling & Calendars • Event & Offsite Coordination • Process Improvement & Documentation
- Cross-Functional Coordination

EXPERIENCE

Operations Lead 2023 – Present

Uptown 78 Lounge

- Support daily operations including staffing, scheduling, inventory, and team coordination
- Partner with ownership on pricing adjustments and operational decisions
- Coordinate onboarding and training for new team members
- Manage inventory tracking, ordering, and vendor coordination
- Act as on-site operational point of contact in a fast-paced environment

Franchise Owner / Operations Manager 2023 – Present

Haygood Cleaned Commercial Services

- Own end-to-end business operations including scheduling, client communication, and service delivery
- Build systems and processes to ensure consistency and accountability

Operations Manager 2016 – 2020

Goodwill Industries – Air Force Records Digitization

- Led daily operations for a high-volume records digitization program
- Supervised staff, schedules, payroll approvals, and compliance
- Partnered with HR on hiring, onboarding, and performance management

Shift Supervisor 2014 – 2016

Goodwill Industries – Air Force Records Digitization

- Managed workflow and delegated tasks to meet production goals
- Led training initiatives and provided on-the-job training

Records Associate 2014

Goodwill Industries – Air Force Records Digitization

- Processed and tracked sensitive medical records with accuracy

Executive Assistant / Operations Support 2011 – 2014

Platinum Tattoos & Body Piercing

- Supported owner with day-to-day operations and scheduling
- Managed vendors, payroll, inventory, and administrative workflows

TOOLS

Slack, Zoom, Calendly, Expensify, Google Workspace (Docs, Sheets, Calendar, Drive), Microsoft Office (Word, Excel, Outlook), Confluence (Wiki), Airtable

EDUCATION & TRAINING

High School Diploma

Leadership, HIPAA, Safety & Compliance Training