

SARA EVANS

General Manager/Operational Manager

saracharmaine19@gmail.com • (425) 466-6343 • Marysville, WA • linkedin.com/in/SaraCEvans

PROFESSIONAL SUMMARY

Operations professional with 8+ years of experience delivering exceptional service, leading teams, and keeping multi-location businesses running smoothly. Proven ability to manage teams of up to 12 staff per location, implement new company processes, and drive weekly performance reporting and risk management. Skilled at handling high-volume interactions, building strong relationships with customers and team members alike, and adapting quickly to new environments and tools. Equally effective in-person and remote settings — known for clear communication, reliable follow-through, and a calm, solutions-first approach.

CORE COMPETENCIES

Task Management	Prioritization	Time Management	Problem solving	PNL reporting
Upper management detailed reporting	Risk management standardization	Schedule and coordination	Company wide process implementation	Self starter

PROFESSIONAL EXPERIENCE

Operations Manager/multisite/customer relations manager | *Entangled Escape Rooms — Remote* 2019 – 2025

- ▶ Coordinated scheduling and daily operations for teams of 4–30 staff, ensuring seamless coverage and consistent service delivery.
- ▶ Onboarded and trained new team members on systems, procedures, and customer service best practices.
- ▶ Communicated regularly across remote teams to ensure alignment, resolve issues quickly, and maintain a positive work environment..
- ▶ Managed 10+ concurrent projects per week using Monday.com and Google Workspace, consistently meeting deadlines and quality standards.
- ▶ Processed bookings, payments, and refunds accurately while maintaining organized digital records.
- ▶ Served as the primary point of contact for all customer inquiries, complaints, and service issues, achieving swift resolutions and high satisfaction rates

Front Desk & Customer Service Associate | *Entangled Escape Rooms — In-Person* 2017 – 2019

- ▶ Welcomed and assisted customers from check-in through the full service experience, maintaining a warm and professional environment.
- ▶ Managed multi-channel communications including phone, walk-in, and online bookings with accuracy and efficiency.
- ▶ Handled payments, refunds, and discrepancies with attention to detail and company policy compliance.
- ▶ Resolved customer concerns in real time, turning challenging situations into positive guest experiences.
- ▶ Trained new associates on booking software, check-in procedures, and service standards.

Operations & Client Services Coordinator | *Liquid Courage Karaoke Lounge & Escape Room — Remote* Mar 2024 – Dec 2024

- ▶ Supported business launch operations including client-facing setup, branding, and online communications infrastructure.
- ▶ Managed digital customer touchpoints including social media, ad campaigns, and search visibility to attract and retain customers.
- ▶ Managed incoming and outgoing communications to staff and customers.
- ▶ Grew online audience from 0 to 500 followers in under 10 months through consistent, on-brand communication.
- ▶ Coordinated cross-functional tasks and maintained organized workflows to support a lean team.

TOOLS & TECHNOLOGY

Google Workspace (Docs, Sheets, Calendar, Drive) • Monday.com • QuickBooks • WhenIWork • Xola • Microsoft Office • Todoist • Canva • Meta Ads • Google Ads • Photoshop • Adobe Suite • Procreate • Excel • Windows and MacOS

EDUCATION

High School Diploma — Arlington High School, Arlington, WA (2014)

Coursework Completed — Everett Community College (EVCC), Everett, WA

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Dear Hiring Manager,

I am an operations and customer service professional with over 8 years of experience managing teams, streamlining processes, and delivering consistent results across multi-location businesses. Throughout my career I have built a reputation for being the person who keeps things running — calmly, efficiently, and with a clear focus on people, whether that means the customers I serve or the teams I lead.

In my most recent role as Operations Manager at Entangled Escape Rooms, I oversaw daily operations for teams of up to 30 staff across multiple locations, managed 10+ concurrent projects per week, and served as the primary point of contact for both customers and leadership. I implemented new company-wide processes, maintained weekly performance and P&L reporting, and handled risk management and mitigation all while working fully remotely and independently. Earlier in my tenure I began on the front lines as a customer service associate, which gives me a grounded, practical perspective on what exceptional service looks like from every level of an organization.

Beyond operations, I have supported a business from the ground up as a coordinator for Liquid Courage Karaoke Lounge managing everything from client communications and staff scheduling to digital marketing and workflow coordination. I thrive in environments where I wear multiple hats and where initiative is valued over micromanagement.

I bring a toolkit that spans project management platforms like Monday.com and Google Workspace, financial tools like QuickBooks, scheduling software like WhenIWork, and much more. Most importantly, I bring a work ethic and communication style that colleagues and leadership consistently describe as reliable, clear, and solutions-first.

I would welcome the opportunity to bring this experience to your team. Thank you for your time and consideration. I look forward to connecting.

Warm regards,

Sara Evans

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