

AuBrey Owen

Business Continuity Planner

Contact

15243 W 147th Drive

Olathe, KS

913.749.7865

aowen1@stumail.jccc.edu

Summary of Qualifications

- Liaised with Marketing, Sales, Company Leaders, and IT to maximize profits and minimize the number of touch points for sales
- Actively encouraged an urgency mindset in order to take companies from the red to the black resulting in profitability and ultimately purchased through merger acquisitions
- Supervised team of up to 5,000 agents through transition from an in-office structure to a remote platform without any down time minimizing loss (COVID OUTBREAK)
- Grew the SDA division of SelectQuote from 5 employees to over 80 people aiding the company in going public on the NYSE
- Insured the success of 6 Corporations/Enterprises from acquisition to profitability through trouble shooting while implementing business continuity activities
- Worked with all divisions/functional area to develop and maintain corporate wide business continuity addressing business recovery and emergency response management
- Increased performance 150% at SelectQuote
- Grew Sales results 660% in 18 months through implementing new digital marketing initiative

Education

Kansas State University

Manhattan, KS 66502

Bachelor's Degree - Social Sciences

Primary Focus Psychology 2014

Johnson County Community College

Overland Park, KS 66210

Certifications IT

Associate - Information Technology 2025

University Missouri at Kansas City

Kansas City, MO

Work Experience

Sales, Marketing, and Information Technology

- Managed and monitored client CRM System for special tests or projects assigned within different divisions
- Aided in integrating new company systems directly with the Director of the IT Team to analyze risks w/ consolidating systems during acquisitions
- Utilize ideas and personality traits to increase the competitive environment optimizing results between team members as well as top performers

Spanish Minor for Kansas State
Requirements 2014

Rockhurst University

Kansas City, MO

Prosperity Program

5 year program Career and Financial
Coaching

Key Skills

Excellent strategic, problem solving, and
analytical skills.

Thorough understanding of risk
management.

Ability to think through hypothetical
situations and concepts to identify risks
and weaknesses in various business
processes.

Excellent communication skills

Proficient with Microsoft Office Suite or
related software, DMCEKC, Adobe, etc.

Collaborate proficiently with Information
Technology, Marketing, and Sales
Divisions to consistently optimize the
business functions proficiency to increase
standard results

- Successfully aided hiring over 4,000 people during the Summer of 2021 to help support increasing demand due to Covid in preparation for peak season
- Placed in position to help launch new seniors division with Population Health and SelectRX
- Implement social media strategies, content development/editing tied email, branding, content creation, and social media to ensure human interaction algorithm impact for a cohesive strategy across multiple platforms/medias

Process Implementation

- Liaise with key infrastructure teams to identify gaps, set recovery time objectives to convey business needs expectations and goals
- Support and assist in the development of BCP planning and goals focus on prevention, recovery systems, potential threats, i.e. Natural disasters or cyber attacks
- Execute maintenance and testing progress for all business plans, websites, as well as new information and communication tools.
- Facilitate and support the execution of the plans at the time of a crisis event

Business Continuity

- Develop, design, and outline BCP goals, objectives, and scope for business plans and crisis management
- Challenge business leaders on identification of critical functions and needs
- Report to Crisis Management Steering Committee meeting to define ongoing goals, objectives, and initiative
- Identify and recommend changes and adaptations to meet the needs of the business
- Focus on researching solutions to infrastructure obstacles' and business challenges
- Recommend enhanced plan maintenance strategies that remain flexible to organization growth, changes, and resource capabilities
- Facilitate by leading execution of the plan and support strategy navigation for the business at the time of an event
- Support crisis management Committee with critical components of the plan to aid them in making critical decisions
- Visibility and reporting to Committee regarding functions, individuals and infrastructure