

## Susan Taylor

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### Professional Summary

Operations strategist and Fractional COO with over 10 years of experience leading high-impact teams, optimizing business processes, and managing mission-critical operations. Spent six years as an Operations Manager for SEAL Team VI, running a DC-based unit and leading logistics, resource allocation, and high-stakes operational planning. Founder of Global Sentry, a firm specializing in business operations, government contracting strategy, and process efficiency. Proven track record of helping businesses scale, streamline workflows, and implement strategic growth solutions.

### Professional Experience

#### Global Sentry | Washington, DC | 2024-Present

Founder | Fractional COO | Operations Consultant

- Lead business operations, logistics, and strategy consulting for government, defense, and private sector clients.
- Specialize in process optimization, resource allocation, and executive decision-making to help companies scale.
- Advise on government contracting compliance and operational efficiency to secure and manage contracts.
- Implement scalable workflows and build operational structures that improve efficiency and reduce bottlenecks.

#### United States Naval Special Warfare Development Group (SEAL Team VI) | Washington, DC | 2013-2019

Operations Manager | SEAL Team VI

- Led high-stakes operational planning, logistics, and execution for one of the world's most elite special operations units.
- Managed a \$2M annual budget and oversaw 20+ personnel across government and contracting roles.
- Developed high-performance operational systems that improved efficiency and mission readiness.
- Optimized resource allocation and streamlined workflows in a high-pressure, time-sensitive environment.
- Served as the primary liaison between SEAL Team VI, government agencies, and academic institutions for strategic initiatives.

#### **Restless Creation | Washington, DC | 2023-2024**

Operations & Strategy Consultant

- Provided business operations, logistics management, and executive-level support.
- Developed operational strategies to improve client service delivery.
- Managed internal business workflows and vendor relationships.

#### **Matri AI | Washington, DC | 2023-2024**

Chief of Staff | Business Operations Lead

- Built and implemented company infrastructure, finance policies, and operational workflows to support rapid growth.
- Created scalable business processes and efficiency models that supported an 87% team expansion in two months.
- Developed and managed client relationships, investment tracking, and executive reporting.
- Secured \$700K in investment by leading pitch deck development and strategic positioning.

#### **Education & Certifications**

University of St Andrews | Master of Arts in International Relations

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Project Management Professional (PMP) | Management Concepts