

ERNEST ELLIOTT

Operations and Business Systems Leader

Parrish, FL | (941) 840-1066 | ernest@ernestelliott.com
ernestelliott.com | linkedin.com/in/ernestelliott

Operations leader with 25+ years across manufacturing, global distribution, healthcare technology, professional services, and IT infrastructure. Led an operation with approximately \$5M in annual revenue, helped grow an AI platform beyond 100,000 users, and launched an international facility with 40 employees. Combines P&L ownership, team development, systems implementation, and hands-on execution.

PROFESSIONAL EXPERIENCE

Doctor's Orders Mobile Collection Services, LLC (getmyblood.com)

Launch Lead, Operations, Systems & Business Development

2026 - Present | Bradenton, FL

Built a mobile specimen-collection company turnkey, taking it from concept to a launched business with its full operating model, technology stack, brand, and go-to-market engine.

- Designed the service model and a three-tier pricing structure (premium, standard, off-peak) with distance-based travel pricing, balancing margin, route efficiency, and customer demand.
- Built getmyblood.com end to end, including platform selection, site build, online booking, and payment checkout, giving customers a self-service path from first visit to confirmed appointment.
- Engineered an AI phone receptionist on ElevenLabs and Twilio that answers and handles calls around the clock, with Make.com automation sending every call summary and transcript to email and SMS in real time.
- Diagnosed and resolved a call-routing failure across Google Voice, Twilio, and ElevenLabs, restoring reliable inbound call flow.
- Created the brand from scratch: positioning, the tagline "Speedy. Friendly. Accurate. Easy.", the logo and visual system, and a signature mascot used across all channels.
- Identified and launched a new revenue line in DOT and non-DOT employer drug and alcohol testing, and wrote its positioning and outreach.
- Authored the provider outreach playbook, covering cold email sequences, voicemail and walk-in scripts, follow-up cadence, and a prioritized target list spanning concierge medicine, assisted living, home health, hospice, high-volume specialty practices, and DOT-regulated employers.
- Wrote the SOPs, intake forms, and customer workflows that run daily operations, and designed the SMS appointment-reminder program and its compliance registration.
- Drove demand through local SEO, social campaigns, review generation, and a coordinated print collateral set (provider one-pager, business cards, trifold, vehicle decals) tied to the website by QR code.

The Lopez Law Group

Client Services & Operations Specialist

2026 | St. Petersburg, FL

- Administered CRM and client-management systems, intake pipelines, automations, forms, users, permissions, and organization-wide troubleshooting.
- Managed bilingual intake, qualification, scheduling, updates, and signed agreements; coordinated clients, external offices, and vendors. Recovered past-due balances and supported service continuity through helpdesk support, records management, and leadership projects.

The Lopez Law Group

Manager of Operations & Team Development

2025 - 2026 | St. Petersburg, FL

- Scaled the team from 5 to 12 employees, expanding service-delivery capacity by 140%. Improved throughput and completion rates approximately 30% through KPI dashboards and SOPs.
- Led the Lead Docket-to-Lawmatics migration, automated scheduling and communications, trained staff, and integrated business systems through Zapier. Directed HR, payroll, benefits, and coaching.

PROFESSIONAL EXPERIENCE (CONTINUED)

Constant Companion

Operations Manager & Chief of Staff

2020 - 2024 | Sarasota, FL

- Directed strategy for Companion 4.0, an AI voice platform for seniors; delivered approximately 25% revenue growth and grew the user base to 100,000+.
- Oversaw deployments across 490+ U.S. counties with 200+ home-care and assisted-living partners. Achieved 98% Medicaid compliance and reduced enrollment cycle times by 30% for 500+ healthcare providers.
- Increased team productivity 50%; implemented Salesforce, NetSuite, and Wrike dashboards. Led investor relations and funding review work that secured multimillion-dollar seed funding.

Super-Sensitive Musical String Co. (The Cavanaugh Company)

Vice President of Operations

2005 - 2020 | Sarasota, FL

- Owned P&L and directed manufacturing, R&D, quality, maintenance, facilities, supply chain, and global distribution for an operation with approximately \$5M annual revenue and 2 million units produced yearly.
- Led a 25-person crew. Raised productivity 30%, achieved 100% inventory accuracy, and cut carrying costs 12% through value stream mapping, standard work, Kaizen, and Gemba walks.
- Managed ERP production control and the OSAS-to-Microsoft Dynamics GP migration, supplier relationships, equipment maintenance, and 50+ domestic and international trade shows annually.

ASO Corporation (ASO Worldwide)

Operations & Packaging Manager

1995 - 2005 | El Paso, TX / Juarez, Mexico / Milan, Italy

- Managed high-volume medical-device packaging, production, import/export logistics, and sterilization across the U.S., Mexico, and Italy. Established SOPs and quality systems meeting FDA and ISO 13485 requirements.
- Selected, built out, equipped, and launched a Milan manufacturing facility; recruited and trained 40 employees. Improved throughput 27% and reduced waste 5% across global facilities.

Cox Chevrolet

Purchasing Agent & Internet Sales Consultant

2021 - 2024 | Concurrent role | Florida

- Sold 1,000+ vehicles under the Car Monster brand through Car Monster's Garage. Sourced and acquired inventory through Manheim auctions and custom vehicle-listing tools; managed internet leads with Tecobi AI and trained users on the Cox Automotive suite.

CORE CAPABILITIES

Leadership: P&L, budgeting, team development, service delivery, multi-site execution, vendor management, SOPs, KPIs, Lean improvement. **Systems:** NetSuite, SAP, Dynamics GP, Salesforce, Lawmatics, Microsoft 365, Power BI, Tableau, Zapier, Make.com, ElevenLabs, Twilio. **Quality:** ISO 9001 / ISO 13485 internal auditing, FDA quality systems, equipment maintenance and safety.

EDUCATION, CERTIFICATIONS & LANGUAGES

Bachelor of Science, Computer Science | University of Texas at El Paso

Associate degree, Microcomputer Sciences | Western Technical Institute

Six Sigma Yellow Belt | ISO 9001 / ISO 13485 Internal Auditor

APICS CPIM, in progress.

English: native. Spanish: fluent reading, writing, speaking, translation and interpretation.