

# FRANK LUGENHEIM

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Post Office Box 136501  
Fort Worth, Texas 76136

www.Lugenheim.com

Frank@Lugenheim.com  
817.903.1190

## OPERATIONS MANAGER

Innovative entrepreneur who brings results oriented solutions to start up and developing organizations. Demonstrates operational efficiencies, outstanding organizational performance and creative systems implementation. Visionary with the innate ability to eliminate potential challenges before they happen.

## CAREER HIGHLIGHTS

- ❑ **ORGANIZATIONAL ARCHITECT:** Successfully directed the operational restructuring of a ministry which contributed to 210% growth, increased efficiency and productivity, and the expansion of the organization into new national and international markets.
- ❑ **STARTUP STRATEGIST:** Started, developed and managed a retail and online business, a product production facility, and the order fulfillment division which resulted in 181% sales increase of \$636.36 per square foot as compared to the industry standard of \$350.
- ❑ **STRATEGIC INNOVATOR:** Initiated and facilitated strategic research meetings to focus strategic direction and establishment of an innovative, new resource department which included short-term and three-year plans and budgets.
- ❑ **TURNAROUND SPECIALIST:** Orchestrated the financial turnaround of an academic institution and successfully restructured the organization which resulted in an 87% reduction in a negative cash flow.

## PROFESSIONAL EXPERIENCE

### **Fellowship of the Sword**

### **Director of Operations**

Oct 2006 – Nov 2009

*Founded in 2003, has grown to be one of the most spiritually impactful ministries in North America*

- ◆ Directed and developed all business operations.
    - Facilities
    - Office Management
    - Human Resources
    - Graphic Design
  - Finances
  - Special Events
  - Communications
  - Vehicles
- Supply Procurement
  - Web Site Maintenance
  - Brand & Product Advancement
  - Staff & Volunteer Development
- ◆ Analyzed, identified and eliminated problems by the formation and implementation of operational systems.

