SARA RIEKER

CLIENT ENGAGEMENT | OPERATIONS LEADERSHIP | STRATEGIC PROGRAM EXECUTION

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PROFESSIONAL SUMMARY

Operations and customer-experience leader with 15+ years of experience across public service, high-volume e-commerce operations, and founder-led program development. Skilled at building trust with diverse stakeholders, navigating complex issues, translating needs into workable processes, and coordinating execution across teams. As Founder of Covert Free Academy, develops educational programs and AI-assisted research and content workflows. Brings practical experience in operational problem-solving, stakeholder communication, process documentation, and learning new technical concepts quickly.

CORE STRENGTHS

Client & Stakeholder Relationships | Cross-Functional Coordination | Operational Execution | Issue Resolution & Escalations | Process Documentation | Team Coaching & Onboarding | Program Development | AI-Assisted Research & Workflow Design | Policy Interpretation | Customer Experience

PROFESSIONAL EXPERIENCE

Founder & Operations Manager | Covert Free Academy (CFA)

2023 – Present

- Founded and developed an education and advocacy initiative, building its operating foundation, program concepts, educational resources, and digital content from the ground up.
- Translate complex subject matter into structured learning materials, practical tools, and professional education concepts.
- Use Claude and ChatGPT to support research synthesis, content development, prompt refinement, document analysis, and repeatable knowledge-work processes; review and refine outputs for relevance, clarity, and usefulness.
- Coordinate multiple workstreams, including curriculum, digital resources, product organization, audience pathways, and potential partnerships.
- Turn broad ideas and identified operational gaps into organized plans, workflows, deliverables, and next steps.

E-Commerce Operations Supervisor | Costco Wholesale

October 2016 – 2023 | Yakima, WA

- Led day-to-day work in a high-volume e-commerce customer contact center, balancing customer experience, operational priorities, team support, and issue resolution.
- Handled escalated customer and operational concerns, investigated complex situations, and coordinated resolutions with internal teams and external partners.
- Coached and supported employees through changing procedures, service expectations, and operational challenges.
- Completed e-commerce supervisor training and certification; developed working knowledge of e-commerce service operations, customer workflows, and escalation practices.
- Mentored and trained nine new BPO operations supervisors from multiple locations, sharing operational knowledge and supporting their readiness for the role.
- Worked with vendor and supplier contacts and cross-functional partners to communicate issues, clarify expectations, and support continuity of service.

Financial Service Specialist III | **Washington State Department of Social and Health Services (DSHS)** 2003 – 2016 | Washington State

- Administered public-assistance and eligibility processes, applying program rules and policy guidance to individual and family circumstances.
- Conducted client interviews, reviewed documentation, assessed eligibility information, and maintained case records in a regulated public-service environment.
- Explained complex requirements and decisions in clear, respectful language to people navigating challenging circumstances.
- Managed a demanding caseload while balancing timeliness, documentation, confidentiality, and compliance requirements.
- Resolved case questions by researching policy, identifying missing information, and coordinating with clients and internal resources.

EDUCATION

92 college credits completed across Washington State University, Bellevue College, and Yakima Valley College. Coursework completed; no degree claimed.

TOOLS & WORKING KNOWLEDGE

Claude AI | ChatGPT | AI-Assisted Research & Content Workflows | Prompt Development & Refinement | Google Workspace | Microsoft Office / 365 | Digital Content & Document Organization