

Taylor K. Morse

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Operations Leader | Project Delivery & Process Optimization | Strategic Growth Driver

Results-driven operations professional with 9+ years of experience leading complex international projects, optimizing cross-functional workflows, and scaling business systems in dynamic global environments. Proven ability to reduce costs, enhance efficiency, and deliver high-impact initiatives with speed and precision. Skilled in building high-performance teams, designing scalable processes, and aligning business strategy with execution to drive sustained growth.

Key Competencies

- Strategy & Process Optimization
- Leadership & Cross-Functional Teams
- Project Delivery & PMO Setup
- Coaching & Team Development
- International Risk, Regulatory & Privacy Compliance
- Vendor Management & Resources Planning

Professional Experience

Instaclick, Inc.

Operations Manager

Aug 2021 - Present

- Rebuilt the PMO with C-suite collaboration; increased project delivery speed by 65%, task closure by 70%, and reduced turnaround time by 40%
- Led company-wide cost-efficiency initiatives that cut overhead by 30% while increasing support function output
- Built and scaled App development teams; ensured legal and financial compliance for international App Store product launches
- Orchestrated go-to-market strategies with internal teams and external SEO/Marketing agencies
- Implemented real-time reporting systems for executive insight and resource allocation

Email Marketing Business Manager

Dec 2019 - Aug 2021

- Managed multilingual campaigns across U.S. and European markets in 8 languages
- Boosted deliverability by 150% and improved click-through rates by 60% with a flexible optimization strategy
- Ensured regulatory alignment across marketing efforts through close coordination with content and compliance teams

Email Marketing Project Manager

Oct 2018 - Dec 2019

- Built and led a distributed email marketing team across Argentina
- Facilitated campaign coordination between analytics, support, and commercial teams

DPM Consulting, LLC

IT Security & Compliance Consultant (Freelance)

May 2018 - Oct 2018

- Delivered infrastructure compliance updates and advised executive teams on policy modernization
- Strengthened audit readiness and implemented data protection protocols

Modo Networks, LLC

Associate Account Manager

Jun 2016 - Apr 2018

- Directed complex IT initiatives—software deployments and infrastructure upgrades—for enterprise clients
- Designed and implemented security policies to support regulatory compliance

Help Desk Associate

Oct 2015 - Jun 2016

- Delivered technical support and consistently exceeded KPIs by 50-90% above team average

Architel, LLC

Help Desk Technician

Apr 2014 - Oct 2015

- Supported over 1,000-seat enterprise environments with NOC transitions and system documentation
- Supervised offshore deployments across 65+ facilities

Courses & Certifications

- PMI Certified Project Management Professional (PMP), 2025
- Six Sigma White Belt, 2025
- PMI Certified Associate in Project Management (CAPM), 2023
- Google Analytics GA4 Certification, 2025
- Google Marketing Platform, 2024
- Certified Information Systems Security Professional ISC² (CISSP) (Member ID: 656734), 2025
- AWS Certified Cloud Practitioner, 2018

Languages

- English - Native
- Spanish - Intermediate
- Italian - Intermediate
- Serbian - Beginner