

SARAH E. MINK

Denver, CO

720.839.1887 | sarah.buchman@gmail.com | [LinkedIn](#)

SENIOR LEADER

Inspires passion and purpose to influence and empower personal happiness and accountability. Driven and accomplished leader with 15+ years experience in the field of transformation, strategy, process optimization, analytics, and program management. Highly capable in development of teams resulting in high-performance and executional excellence. Experienced team player with exceptional stakeholder management skills, ability to influence and easily interact with senior and executive management.

AREAS OF EXPERTISE

Strategy

Design thinking
Visioning & success measurement
Synthesizing complex information
Assessment of talent
Experience mapping
Thought leader

Stakeholder Alignment

Stakeholder management
Team & culture building
Communication & influence
Collaboration
Mentoring & coaching
Relationship building

Execution

Portfolio management
Solution oriented
Resource efficiency
Continuous improvement
Technology implementation
Change management

SELECTED PERFORMANCE FOCUS

Leadership

- Easily and effectively setup teams for success in delivering on objectives for two our largest clients as a new consultant through relationship building, clear expectations, planning, team culture and norms.
- Identified and promoted as a leader that could stand up a centralized operations & training function within a newly created Food & Beverage central team delivering standards, tools and processes to a disparate group of 300+ restaurants to drive scale, efficiency, and consistent guest experience.
- Led many high-performing and cross-functional project teams through programs focused on driving value within business strategy resulting in alignment, team effectiveness, seamless integration of new team members, and clear objectives.
- Knack for unlocking talent within team members to maximize their potential and success for company.
- Identified as high-performing and potential leader nominated to 4 - 6 month leadership development programs in 2015 and 2021.
- Selected as retail system implementation leader to relocate to Singapore for 18 months in 2012 to standardize and optimize system footprint for Crocs Asia.

Transformation

- Out front leader with ability to drive strategic visioning through execution.
- Understands big picture and disparate work creating alignment and action toward one vision.
- Successfully led HR transformation and F&B centralization program bringing together disparate bodies of work and driving \$9.3M and \$3M in EBITDA savings through successful delivery and launch of programs.
- Led workforce management initiative proof of concept for two of the largest resorts, transforming how Vail Resorts plans, staffs, schedules, and optimizes labor achieving \$300K in first year and opportunity to drive \$1.3M in labor efficiency savings and expansion of proof of concept to 34 resorts.

- Challenges status quo to continually optimize and improve operations in service to employee and guest experience seamlessly integrating outside-in expertise and best practices into approach to meet objectives.
- Identifies and thinks through options to achieved desired outcomes weighing risks and opportunities, change impact and return on investment to ensure ROI is achieved.

Change Management

- Ability to design Change Strategy and execute against this strategy to drive results from large transformations to small changes ensuring changes stick.
- Effective in managing complex sets of stakeholders through changes that directly impact them.
- Creates authentic connections fast and leverages networks to incorporate continuous feedback.
- Creative in approaching and blending change management standards with practical application to maximize impact.
- Incorporates employees through top leaders in change management approach with a bottoms up and top down message that resonates through large and small teams.
- Designed and led change strategy to bring 40 F&B leaders and teams with varying tenure journey to believe and successfully work in new operating model.
- Has led and designed change management strategy and programs for acquisitions, implementations, HR Transformation and Workforce Management efforts including stakeholder identification, impact assessment, persona development, change playbook, communication and training plan, establishment of change champion networks and execution of plan resulting in adoption of process and system changes by 10-45K employees and managers.

Portfolio & Program Management

- Quickly turn proposed work into tangible plans to effectively scope work, forecast hours, estimate costs, design milestones and project plans, and onboard teams to successfully execute.
- Established and optimized project, program and portfolio management approach in each company and position held; often approach is leveraged by other teams and functions resulting in streamlined project management.
- Oversee creation and execution of annual project budgets of \$1 - \$4M managing all operational and capital budgeted, forecasted, and actual expenses ensuring most impactful ROI was met.
- Managed dozens of project (10 – 20 at a time) from conceptual through to successful execution and measurement against success criteria establishing credibility and value of HR through prioritization and program planning.
- Created project management toolkit to allow quick and seamless onboarding and oversight of four to ten project managers and contractors to deliver key initiatives effective and efficiently.
- Successfully managed and oversaw multiple HR transformation programs driving \$15M in cost avoidance, projects included: implementation of ServiceNow and employee app, centralization of the HR function and new HR Operating Model, process optimization and automation, organizational restructure and change management efforts for HR function.
- Successfully managed workforce management and scheduling tool implementation within two resorts during COVID for Vail Resorts resulting in labor savings and more efficient use of labor.
- Spanning four years and three continents, owned and managed retail technology and process optimization efforts related to reporting, metrics, and labor management at Crocs reducing overtime labor by 52% and saving an additional \$150K through time punch/approval process.
- Very experienced in managing vendor selection and relationships to ensure mutual success and partnership toward common goal; successfully signed and negotiated over a dozen contracts and oversight of 30 offshore project development and application support team members.

PROFESSIONAL EXPERIENCE

LEAPGEN, Denver, CO	
Client Partner & Principal Consultant	2022 – present
VAIL RESORTS, Broomfield, CO	2014 – 2022
Sr Director Food & Beverage Operations & Training	2021 – 2022
Chief of Staff to CHRO	2020 – 2021
Director of Workforce Management, People Analytics	2019 – 2021
Director of HR Strategy & Planning	2018 – 2021
Sr. Program Manager (2015 – 2018), Director HR Program Management	2015 – 2018
Sr. Manager IT Audit	2014 – 2015
CROCS	2008 – 2014
Global Retail Business Systems Manager; Niwot, CO and Singapore, Singapore	2010 – 2014
Global IT Security and Compliance Manager; Niwot, CO	2008 – 2010
PROTIVITI	2006 – 2008
Consultant	

EDUCATION

Miami University, Oxford, OH USA

- **Master of Science (MS) Accounting**
- **Bachelor of Science (BS) Business - Cum Laude, Minor in Management of Information Systems**

PROFESSIONAL DEVELOPMENT

- Nominated and enrolled in Camp III development for Sr. Leaders, Vail Resorts 2021 (*one of only 14 directors to be enrolled with Sr. Directors and VPs*)
- Completed all available leadership development courses, Vail Resorts, 2014 - 2019
- Sought additional personal development through Ellevate's mentorship program, 2019
- Information Security and Controls Association, Active Member 2004 – 2018
- Institute of Internal Auditors, Active Member 2014 – 2018
- Board Member for City Year Associate Board, May, 2015 - 2016
- Nominated and completed Camp II development, Vail Resorts, 2015
- Colorado Society of Certified Public Accountants, 2008 – 2010