

CARRIE L. PETERS

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PROFESSIONAL SUMMARY

Operations leader with eight years at the Better Business Bureau of Lexington, promoted through four roles to Director of Operations. Experienced in office operations, staff leadership, mediation and arbitration programs, and resolving tense situations calmly. Builds practical AI systems: designed and runs an AI-powered dashboard with Claude that automates daily email review, job tracking and priorities. Distinguished Toastmaster, Google Project Management Certificate, active Kentucky Notary Public.

CORE SKILLS

Operations management • Conflict resolution and mediation • Employee and member relations • Staff supervision and scheduling • AI tools and workflow automation (Claude) • Public speaking and training • Confidential records • Project coordination • Microsoft Office • Google Workspace • Yardi

EXPERIENCE

After-School Program Leader, Fayette County Public Schools 2024 – 2026

- Led daily program operations, supervised staff, and managed schedules and attendance.
- Primary contact for parents, resolving concerns and billing questions promptly.

Better Business Bureau of Lexington 2002 – 2010

Director of Operations

- Directed office operations and staff; oversaw dispute resolution programs including legally binding arbitration.
- Organized community events including the Home and Garden Show silent auction.

Operations and Conciliation Manager

- Managed complaint conciliation staff and case workflow; kept records accurate and confidential.

Complaint Conciliation Coordinator / Lemon Law Facilitator

- Mediated disputes between consumers and businesses and facilitated Lemon Law cases.

Membership Sales and Customer Service Representative

- Recruited and served member businesses.

Earlier Experience

- **Leasing Consultant**, Raintree Apartment Homes: resident relations and leasing in Yardi; won an internal leasing contest by five apartments.
- **Auto Travel Counselor**, AAA Auto Club Group: member travel planning and high-volume member service.

CREDENTIALS

Google Project Management Certificate • Kentucky Notary Public (active) • Distinguished Toastmaster (DTM), Toastmasters International

EDUCATION

University of Kentucky – coursework in Psychology