

Suzanne Hills

Greater Toronto Area
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PROFESSIONAL SUMMARY

Operations and stakeholder relations professional with 10+ years of experience coordinating complex initiatives, managing external relationships, supporting senior leadership, and developing clear communications across fast-paced organizations. Experienced working directly with executives, partners, sponsors, vendors, athletes, and cross-functional teams while managing multiple concurrent priorities. Strong background in event coordination, stakeholder communications, process improvement, documentation, scheduling, and information management.

CORE SKILLS

Stakeholder Relations: Stakeholder Management, Partner & Sponsor Relations, External Communications, Relationship Management, Stakeholder Outreach, Cross-Functional Collaboration

Operations & Coordination: Operational Planning, Meeting & Event Coordination, Scheduling, Project Coordination, Process Improvement, Workflow Management, Multi-Priority Management

Executive & Organizational Support: Senior Leadership Communications, Briefing & Background Materials, Documentation, Information Management, Reporting, Research & Content Coordination

Tools & Technologies: Salesforce, Microsoft Office, SharePoint, Adobe Creative Suite, WordPress, HTML5, CSS, JavaScript

PROFESSIONAL EXPERIENCE

Anthem Sports & Entertainment	Toronto, ON / Remote	April 2024-Present
<i>Digital Media Operations Manager — Invicta Fighting Championships & TNA Wrestling</i>		

- Work directly with the President and Co-Founder of Invicta Fighting Championships on operational priorities, stakeholder relationships, audience initiatives, and organizational planning.
- Serve as a key point of contact for athletes, sponsors, vendors, partners, and other external stakeholders, coordinating communications and requirements across multiple concurrent initiatives.
- Collaborate across marketing, production, digital, and operational teams to coordinate events, campaigns, content, partnerships, and organizational priorities.
- Manage stakeholder communications and information across time-sensitive initiatives, ensuring requirements, deadlines, and responsibilities remain organized and visible.
- Identify operational challenges and recommend practical improvements to senior leadership, developing processes that strengthen communication and execution.
- Implemented Slack and a centralized content calendar to improve cross-functional coordination, deadline visibility, and information sharing.
- Led the redesign and implementation of InvictaFC.com, coordinating a large-scale information project involving 500+ fight results and career data and imagery for 400+ athletes.
- Created a new revenue-generating initiative that contributed to a 50% increase in email subscribers within one month; redesigned email communications, increasing engagement by 25%.

Ross Video**Ottawa, ON / Remote, Contract****January 2023-July 2023***R&D Operations Specialist / Technical Writer*

- Planned and coordinated internal technical learning and strategy conferences for 150–500 employees, managing scheduling, logistics, communications, content coordination, and stakeholder requirements.
- Coordinated simultaneous operational and communications initiatives across more than 50 hardware and software product lines.
- Worked with technical teams, subject-matter experts, senior leadership, and other stakeholders to organize information, coordinate priorities, and keep time-sensitive initiatives on track.
- Maintained lifecycle and release tracking across 50+ product lines, providing leadership with accurate reporting and visibility into priorities and progress.
- Developed communications, documentation, and background materials that translated complex information for different stakeholder groups.
- Redesigned a technical training portal serving 500+ employees and migrated and standardized 100+ procedural documents into a centralized knowledge repository.

Child Friendly Pro, Ltd.**Calgary, AB Remote, Contract****January 2024-March 2024***Technical & Marketing Writer*

- Developed and edited customer-facing communications, instructional materials, and marketing content for external audiences.
- Translated technical and organizational information into clear, accessible communications tailored to different stakeholder needs.
- Produced five product micro-demo videos supporting sales and marketing initiatives and edited 20 instructional scripts to improve clarity and audience comprehension.

Anthem Sports & Entertainment **Toronto, ON / Remote****January 2015-March 2018***Producer & Editor*

- Worked in fast-paced live production environments requiring detailed planning, coordination, scheduling, and real-time problem-solving.
- Coordinated time-sensitive workflows across production, programming, digital, and operational teams.
- Produced and curated programming distributed nationally and internationally to audiences across broadcast and digital platforms.
- Designed and maintained a centralized information-management system for a digital library exceeding 1,200 hours, improving organization and workflow visibility.
- Developed standardized documentation and tracking processes supporting collaboration across production and operations teams.

EDUCATION

Graduate Certificate — Technical Writing
Algonquin College

Advanced Diploma — Broadcast and Film
Centennial College

Honours Bachelor of Arts, Humanities — English
and History
University of Toronto

CERTIFICATIONS

AI Coder — SheCodes AI Pro Certification
SheCodes

Salesforce Sales Operations Specialist
Salesforce / Pathstream