

GEORGE W. SCOTT IV

EXECUTIVE OPERATOR | TRANSFORMING ORGANIZATIONS THROUGH SCALABLE OPERATING SYSTEMS

Business Transformation | Enterprise Execution | Operational Excellence | P&L Leadership
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PROFESSIONAL SUMMARY

Executive operator with a proven record of building operating systems that enable organizations to scale through business transformation, operational excellence, disciplined execution, and leadership development. Experienced leading enterprise operations with full P&L ownership while aligning strategy, people, processes, and technology to improve execution across complex, multi-site organizations. Recognized for bringing structure to complexity, improving profitability, and building scalable systems that continue creating enterprise value long after implementation.

CORE COMPETENCIES

- Building Scalable Operating Systems • Business Transformation • Enterprise Execution
- Operational Excellence • P&L Leadership • Strategic Planning & Execution
- Organizational Scaling • Cross-Functional Leadership • Executive Team Partnership
- Change Leadership • M&A Integration & Business Transitions • Performance Management Systems
- Capital Planning & Resource Allocation • Process Architecture & Operational Design • Enterprise Client Relationships

PROFESSIONAL EXPERIENCE

Clean It Crew | Chief Operating Officer | 2018 – Current

Led enterprise operations, organizational transformation, and strategic growth for a multi-division facilities, environmental, and property services company. Built the operating systems, leadership infrastructure, and financial management framework that enabled the organization to scale while maintaining operational consistency, profitability, and customer satisfaction.

- Scaled the organization from startup to a multi-million-dollar operation while leading more than 100 employees across multiple divisions and service lines.
- Owned enterprise-wide P&L responsibility, including budgeting, forecasting, capital allocation, equipment acquisition, workforce planning, and operational performance.
- Directed operations delivering more than 14,000 annual service calls, balancing growth, quality, profitability, and customer satisfaction.
- Built scalable operating systems through KPI dashboards, CRM automation, standardized reporting, and workflow design, reducing administrative workload by 40% while improving sales conversion by 25%.
- Designed leadership development programs, accountability frameworks, and standardized operating procedures that enabled consistent execution and scalable growth across multiple markets.
- Improved fleet utilization by 100% within six months through route optimization, dispatch modernization, and scheduling redesign.
- Built and managed enterprise client relationships with Walmart, Target, Costco, Starbucks, The Venetian, Altru Health System, and other institutional customers through operational excellence and strategic account leadership.
- Led the integration of acquired regional service providers by standardizing operating systems, leadership processes, and performance management while expanding market coverage and maintaining service quality.
- Directed capital planning, equipment financing, and long-term resource allocation strategies that strengthened cash flow and supported sustainable growth.

- Partnered directly with ownership to translate strategic priorities into measurable operational execution, providing visibility into financial performance, organizational health, and long-term growth initiatives.

Big Green Contracting (FedEx Ground) | Fleet Operations Manager | 2018 – 2021

Led fleet operations, transportation logistics, maintenance strategy, and operational infrastructure for a rapidly growing FedEx Ground contractor. Built scalable operating systems that enabled sustained network expansion while improving efficiency, reliability, regulatory compliance, and execution across a complex transportation network.

- Helped scale operations from a **27-truck fleet** into a network supporting **more than 100 delivery routes** and three semi-trucks.
- Built operational systems, standardized processes, and performance frameworks that later supported expansion to a fleet of **more than 300 trucks**.
- Led strategic initiatives supporting the integration of **FedEx Express** volume into Ground operations, increasing network capacity, operational efficiency, and service capability.
- Designed and launched an in-house maintenance operation that eliminated third-party servicing costs, improved fleet availability, and reduced equipment downtime.
- Improved dispatch efficiency and reduced vehicle downtime by **30%** through route optimization, scheduling improvements, and operational process redesign.
- Led driver recruitment, workforce development, safety initiatives, and DOT compliance while maintaining **zero major violations**.
- Partnered with executive leadership to improve operational planning, fleet utilization, and long-term transportation scalability.

O'Reilly Auto Parts | Store Manager | 2016 - 2018

Led the operational turnaround of a high-volume retail location by redesigning merchandising standards, strengthening operational discipline, and building a high-performing team that consistently improved execution, profitability, and customer experience.

- Increased annual revenue from **\$1.6 million to \$2.4 million** through operational improvements, inventory optimization, and sales performance initiatives.
- Improved net profit margins from **9% to 18%** by implementing disciplined cost controls, inventory management, and operational accountability.
- Redesigned merchandising and inventory execution standards, expanding inventory by more than **5,000 SKUs** while improving product availability and maintaining healthy inventory turns.
- Built, developed, and coached an eight-person team that achieved top regional performance recognition through accountability, training, and execution excellence.
- Leveraged operational metrics, forecasting, and sales analytics to improve decision-making, drive sustained revenue growth, and strengthen overall store performance.

PROFESSIONAL DEVELOPMENT

Cardone Ventures | Executive Education

- **10X360 Business Scaling Program**
Operational Excellence • Business Scaling • Execution Systems
- **Revenue Essentials Workshop**
Revenue Optimization • Sales Performance • Customer Lifetime Value
- **M&A & Business Acquisition Training**
Due Diligence • Integration Strategy • Cross-Market Expansion

EDUCATION

University of North Dakota - B.B.A. in Business Management

Grossmont Community College - General Studies, Associate of Arts

Technology

Operational Reporting & Business Intelligence | CRM & Customer Operations Platforms | KPI & Performance Management Systems | Workflow Automation | Fleet & Dispatch Technologies | Microsoft Excel | Google Workspace