JEREMY FILBERT

CHIEF OPERATING OFFICER

OPERATIONS | HUMAN RESOURCES | INFORMATION TECHNOLOGY

Beardstown, IL • (509) 303-1818 • pcktthrs@gmail.com • linkedin.com/in/jeremyfilbert

EXECUTIVE PROFILE Chief Operating Officer with 20+ years of progressive leadership across healthcare and nonprofit operations, HR, IT, facilities, communications, and customer service. Builds practical systems, leads change, and aligns people, processes, and technology.

LEADERSHIP EXPERIENCE

Chief Operating Officer | Schuyler County Mental Health Association — Jul 2026 - Present

Rushville, IL

- Lead operational strategy, technology, HR, and administration supporting high-quality behavioral health services.
- Build scalable systems and cross-department workflows that reduce administrative friction and strengthen service delivery.
- Direct Microsoft 365, cybersecurity, payroll processes, policies, vendors, facilities, and digital strategy.
- Promoted from HR & IT Specialist after integrating critical HR, IT, and organizational systems.

General Manager | Great Lakes Ace Hardware — Sep 2025 - Apr 2026

Havana, IL

- Directed store operations, staffing, scheduling, inventory, merchandising, customer experience, and team development.

Director of Operations | C3 Tri-Cities — Sep 2023 - Sep 2025

Richland, WA

- Led facilities, events, logistics, safety, access control, communications, and organizational systems for a mission-driven organization.
- Partnered with leadership to remove inefficiencies and build scalable systems for staff, volunteers, and guest services.

Site Manager | ABC Mini Storage — 2022 - 2023

Richland, WA

- Managed site operations, scheduling, inventory, customer solutions, and performance improvement.

Advanced Technician / Communications Specialist | Amazon — 2019 - 2022

Richland, WA

- Advanced from technical support into communications, creating multichannel messaging and engagement programs for audiences of 1,000+.
- Advised stakeholders on messaging and reputational risk and represented the team in Kaizen process improvement.

EXECUTIVE CAPABILITIES

Executive Leadership • Healthcare and Nonprofit Operations • Human Resources • Microsoft 365 Administration • Payroll and Compliance • Policy Development • Cybersecurity • Process Improvement • Project and Change Management • Vendor Management • Facilities and Technology • Digital Strategy

EARLIER EXPERIENCE

Account Executive, Armada Corp (2017-2019) • Outside Sales Representative, Continental Western Corp. (2016-2017) • Store Manager, Circle K (2013-2016) • Data Collection Specialist, Bruker Elemental (2012-2013) • General Manager, Mor Furniture for Less (2005-2012) • Outside Sales Representative / Vendor Captain, Sauder Moulding and Millwork (1998-2005)

EDUCATION & CREDENTIALS

Business Management coursework, Washington State University • Microsoft Office 2019 / Office 365 Certification, 2021 • Program Management Applications & Fundamentals, 2018 • High-Speed Project Management, 2019