Hua Jie Liu

New York, NY | linkedin.com/in/huajliu17/
huajieliu.com

PROFESSIONAL EXPERIENCE

Lead Operations Manager December 2025 - Present
Postgraduate Center for Mental Health New York, NY

- Direct operations and capital projects for a $450M supportive and low-income housing portfolio across 25 properties, with OMH, HPD, DOB, and HUD compliance responsibilities.
- Built and deployed custom AI agents in Microsoft Copilot Studio for enterprise knowledge retrieval and cross-functional workflows, reducing manual inquiry turnaround by 40%.
- Established an enterprise inventory system with AI-assisted processing of 25 months of historical vendor procurement data.
- Led workforce restructuring for 34 internal and contracted personnel and achieved $660,000 in annual savings through vendor negotiations and standardized procurement.
- Centralized Microsoft workflows for vendor management and 80% of corporate service requests, reducing operational defects from over 25% to under 5%.
- Prepare monthly portfolio expenditure reports for the CEO and coordinate operational priorities with senior leadership.

Commercial Operations Manager November 2022 - September 2025
Advanced Medical Imaging Professionals New York, NY

- Increased annual revenue by over $1M through risk mitigation and budget forecasting across project lifecycles.
- Implemented Salesforce CRM for 30+ provider partnerships, contributing to a 110% increase in referral-based revenue.
- Redesigned administrative workflows and resource allocation, reducing operational turnaround time by 35%.

Project Manager September 2021 - September 2022
Codesmith New York, NY

- Coordinated Agile sprints and Jira backlogs across teams of 4+ developers, achieving 100% on-time product delivery.
- Improved release processes through implementation of a CI/CD pipeline, increasing deployment speed by 20%.
- Validated user stories against acceptance criteria before QA, reducing critical production defects by 15%.

Founder & CEO December 2019 - March 2021
Macros Health Kitchen, Inc. New York, NY

- Founded and launched an e-commerce meal subscription business, managing logistics, vendors, budgets, and cross-functional delivery.
- Delivered 50+ menu offerings and generated over $150K in annual recurring revenue in the first year.
- Implemented automated quality and process controls, reducing fulfillment errors by 40% and improving customer retention by 22%.

SELECTED INDEPENDENT PROJECTS

- **CodeOperator.** Personal AI-assisted application for evidence-backed workflow review, prioritization, and assigned local edits. Working local prototype with continuing evaluation.
- **AI Video Gen + 3D Modeling.** Ongoing personal AI-assisted media workflow combining sourced research, generative media, procedural 3D, and source review.

EDUCATION

Fordham University | New York, NY
Bachelor of Science in Business Administration, Finance & Entrepreneurship concentration

TECHNOLOGY AND SKILLS

Applied AI. Microsoft Copilot Studio, AI agents, LLM-assisted knowledge retrieval, AI-assisted data preparation.
Platforms. Microsoft 365, Power Automate, Salesforce CRM, Power BI, Tableau, RealPage, MaintainX, SAP Concur, Asana, Jira.
Technical. JavaScript, HTML, CSS, SQL.
Operations. Process improvement, strategic procurement, risk management, Agile, Scrum, Waterfall, HUD and DOB compliance.