

ADELA LAMPL

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PROFILE

Operations leader with 14+ years of experience across business operations, client relationship management, and enterprise software support. Founded and built a boutique wellness studio from the ground up with no outside capital, serving more than 2,000 clients since launch while overseeing finance, marketing, staffing, and customer experience. Fluent in English, German, Slovak, and Czech.

CORE SKILLS

Business Operations & P&L Oversight • Client Relationship Management • Cash Flow Planning & Budgeting • QuickBooks • Team Leadership & Training • Vendor & Accountant Coordination • Project Coordination (JIRA, Confluence) • SAP R/3 (HCM Module) • Microsoft Office • Multilingual: Slovak (native), Czech (fluent), German (fluent), English (fluent)

PROFESSIONAL EXPERIENCE

Founder & Director of Operations | Level One by Lagree, Miami Beach, FL

Nov 2021 – Present

- Co-founded and built a boutique wellness studio from the ground up with no outside capital, growing it to a client base of 2,000+ members and a team of 4 trainers.
- Own full end-to-end operations - finance, customer experience, staffing, marketing, and vendor coordination.
- Manage financial operations in partnership with the studio's accountant, including cash flow monitoring, budgeting, and QuickBooks-based reporting.
- Leading the studio's business sale process end-to-end, including financial documentation, due diligence coordination, buyer negotiation, and broker collaboration.
- Own the complete client lifecycle, from initial inquiry and onboarding through retention and long-term relationship management.
- Built and run an in-house trainer training and onboarding program.
- Lead brand strategy and content across all marketing channels.

Financial & Administrative Operations | Necaso s.r.o., Bratislava, Slovakia

Sep 2017 – Present

- Prepare and manage cash flow planning and financial documentation for the company.
- Execute and sign official business documents and regulatory filings.
- Report financial and operational status to the parent company, Vnet-services GesmbH (Austria).

Client & Project Coordinator | Vnet-services GesmbH, Wiener Neudorf, Austria

Apr 2017 – Dec 2024

- Coordinated with the company's largest Slovak client (casino/gaming sector) and its roughly 10 sub-partner companies.
- Created and tracked development tasks in Confluence and support tickets in JIRA, prioritizing customer requirements.
- Relayed client requirements to the development team and supported go-live planning for new features.

Support Engineer — SAP R/3 HCM | SAP Austria GmbH, Vienna, Austria

Mar 2012 – Mar 2017

- Provided payroll-related product support within the HCM module for customers in Slovakia, the Czech Republic, and Germany.
- Delivered E-Recruiting product support to customers worldwide.

Office Clerk | BTG Shipping Logistics GmbH, Wiener Neudorf, Austria

Apr 2011 – Jun 2011

- Coordinated transfer-order processing and communicated directly with customers and truck drivers.

- Handled invoicing, general administration, and translation between German, Slovak, and Czech.

EDUCATION

Bachelor's Degree in Business Management

City University of Seattle (Bratislava, Slovakia program) | 2008 – 2011

Secondary School — Hotel Academy

Dolny Kubin, Slovakia | 2003 – 2008