

LAURA RETZER

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PROFESSIONAL SUMMARY

Results-oriented Operations Professional with over 15 years of progressive experience spanning the oil & gas, nonprofit, insurance, and healthcare industries. Proven track record directing complex office environments end-to-end — from contract administration, records governance, and compliance to grant lifecycle management, vendor coordination, and process improvement. Experienced managing vendor, operator, and land contracts in an upstream energy environment, as well as independently leading full-cycle grant programs for a nonprofit organization — from prospect research and proposal writing through award administration and funder reporting. Brings a strong operational foundation, meticulous attention to detail, and a customer-first approach to every environment.

CORE COMPETENCIES

Office Operations Management • Contract Administration (Vendor, Operator & Land) • Full-Cycle Grant Management
Nonprofit Compliance & Funder Reporting • Oil & Gas Industry Operations • Insurance & Benefits Administration
Records & Document Governance • Process Improvement & SOP Development • CRM & HRIS Systems
• Microsoft Office Suite

PROFESSIONAL EXPERIENCE

Montego Minerals | Midland, TX | February 2024 – May 2026

Human Resources & Operations Manager

- Directed day-to-day HR and operations for a fast-growing upstream oil & gas company managing a \$275M AUM asset portfolio across the Permian Basin — serving as the operational hub for executive leadership, field supervisors, and external partners at both office and multiple remote locations.
- Administered a diverse contract portfolio spanning vendor/service agreements, operator agreements, and lease & land contracts — coordinating with legal counsel and operations leadership to ensure timely execution, compliance, and organized retention of all contract documentation.
- Tracked contract milestones, renewal deadlines, and obligation schedules across multiple active agreements, maintaining a centralized contract management system that eliminated missed deadlines and reduced legal exposure.
- Designed and implemented scalable onboarding and office workflows that doubled workforce capacity without sacrificing consistency or compliance — establishing repeatable SOPs adopted across all regional locations.
- Owned the integrity of all HRIS databases, employee records, and administrative filing systems; produced executive-level workforce reports and headcount analytics to support real-time business planning in a high-velocity E&P environment.
- Implemented a formal performance documentation framework that standardized operational reporting for project managers, strengthening accountability across field and office teams.

COM Aquatics, Inc. | Midland, TX | August 2015 – February 2024

Business and People Operations Manager

- Oversaw the full spectrum of business and people operations for a nonprofit aquatics organization serving 120 employees — managing office systems, compliance workflows, funder relationships, and executive support across a nearly nine-year tenure.
- Independently led the organization's full grant lifecycle from end to end: researched and identified funding opportunities from government agencies, foundations, and corporate sponsors; authored and submitted grant proposals and applications; managed award administration including budget tracking and drawdown; and prepared all required progress and financial reports to funders.
- Maintained strict grant compliance across all active awards, ensuring expenditures aligned with approved budgets, programmatic deliverables were documented, and reporting deadlines were met without exception — preserving the organization's funding relationships and eligibility for future awards.

- Served as the primary operational liaison between executive leadership, legal counsel, board members, and regulatory bodies — coordinating audits, compliance reviews, and board-level reporting with meticulous accuracy.
- Administered end-to-end compliance operations including unemployment claims, employment verifications, labor law postings, and regulatory filings, ensuring zero lapses in statutory requirements.
- Audited legacy office and HR protocols; identified critical inefficiencies and redesigned workflows to transform a reactive administrative function into a proactive, insight-driven operation.

COM Aquatics, Inc. | Midland, TX | May 2013 – August 2015

Physical Therapy Clinic Manager

- Managed complete front- and back-office operations for a multi-provider physical therapy clinic: patient scheduling, intake records, insurance verification, billing coordination, and staff workflow management.
- Led the selection, implementation, and staff training for new scheduling and records software — driving full adoption across departments and measurably improving daily throughput and appointment accuracy.
- Coordinated directly with insurance carriers and referral partners on patient coverage verification and authorizations, building early proficiency in insurance processes and client-facing communication.

STA Benefits, Ltd | Odessa, TX | May 2012 – May 2013

Licensed Account Manager / Office Manager

- Managed a complex portfolio of group insurance and employee benefit accounts, maintaining meticulous client files and ensuring strict federal and state compliance across all benefit plans and documentation.
- Served as the primary office and client-facing contact for insurance inquiries — fielding calls, scheduling consultations, explaining coverage options, and identifying opportunities to match clients with appropriate products.
- Handled all office administrative functions including correspondence, records management, compliance tracking, and coordination with carriers — a direct parallel to the operational demands of an insurance agency office.

Burt A. Clements Insurance | Reno, NV | December 2004 – April 2011

Operations Manager

- Directed all office operations for an independent insurance agency, managing scheduling, client communications, document security, and executive support for the CEO across a six-year tenure.
- Built and maintained a comprehensive corporate recordkeeping infrastructure, owning the organization and integrity of all policy files, client records, and operational documentation.
- Produced regular KPI and operational performance reports for executive review, demonstrating strong analytical capability and comfort with data-driven office management.

TECHNICAL SKILLS & TOOLS

- Microsoft Office Suite: Excel (Advanced — data modeling, VBA), Word, Outlook, SharePoint, OneDrive
- CRM & HRIS Platforms: Workday, BambooHR, Gusto, Paychex, Paycor, MineralSoft
- Document & Records Management: Laserfiche (Enterprise Records Governance), Adobe Pro

EDUCATION & CERTIFICATIONS

SHRM Certified Professional (SHRM-CP) — In Progress / Candidate

Associate of Arts – Business | Salt Lake Community College, Salt Lake City, UT