

Nathaniel Eisenstein

Results-driven operations manager with 10+ years of proven experience in driving banking and facilities operations at scale, optimizing compliance and vendor workflows, and resolving high-stakes operational challenges under tight SLAs.

CONTACT

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Location: Chicago, IL

EDUCATION

University of Wisconsin - Madison
2009-2013

Bachelor's Degree, Biology

DePaul University - Chicago
2014-2016

Master's Degree, Public Health
GPA 4.0 / 4.0

SKILLS

- Operations & Compliance
- Process Improvement & Automation
- Resource Planning
- Vendor & 3P Management
- Program & Project Coordination
- Regulatory & Risk Analysis
- Talent Acquisition & Hiring

TOOLS

- Excel / Gsheets
- SQL
- Looker
- Asana
- Front
- Flowdash
- Zapier

WORK EXPERIENCE

Banking Operations & Compliance Specialist | AngelList

January 2025 - September 2026 (1.5 Years)

- Processed and monitored 1,500+ wire and ACH transactions per month, maintaining a 100% SLA processing rate
- Ensured full compliance with banking regulations and internal AML/KYC policies across 1,500+ monthly transactions
- Resolved transaction and account issues for 800+ LPs, Venture Relations Associates, and bank partners, cutting average resolution time by 75%
- Coordinated cross-functionally with bank partners and internal teams to support \$500M in transaction volume with minimized settlement delays
- Identified and implemented automated reconciliation workflow improvements to banking operations, reducing manual processing time by 50%

Operations Manager | GoForward Inc.

November 2018 - November 2024 (6 Years)

- Oversaw maintenance and inventory management of national healthcare systems, delivered best in class uptime for 30 retail clinic and warehouse locations
- Managed a \$80K-\$100K monthly inventory budget that maintained core services, reduced cost to deliver care to members, and increased profitability
- Lowered facilities costs by 50% in 2024 to meet company KPIs
- Built and scaled a process that streamlined facilities management, bringing response and resolution SLA down 92% from 12 days to 1 day
- Managed 20+ third-party vendor teams delivering facilities maintenance, utilities, pharmaceutical, medical equipment, and proprietary hardware services to all Forward locations
- Served as a key liaison between 100+ clinical employees and the corporate team to drive engagement and strengthen connection to Forward's mission
- Interviewed 2000+ prospective operational and clinical employees that resulted in over 50 hires

Diversity Program & Project Coordinator | DePaul University Office of Institutional Diversity & Equity

April 2015 - November 2018 (3.5 Years)

Telemedicine Department Intern | Ann & Robert H. Lurie Children's Hospital of Chicago

September 2015 - June 2016 (9 Months)

Community Health Educator & Reach Out & Read Coordinator | AmeriCorps

August 2013 - August 2014 (1 Year)