

Emily Springer

Startup Operations Generalist

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Founding Operations Generalist, Zero to One:

I do my best work where there's no playbook yet: I find the pattern in messy, half-built situations and turn it into a structure that a team can run on, from budgets and programs to customers and community. A direct communicator and facilitator, I want to build a startup's operating system from the first hire, so people do work that capitalizes on their unique strengths and can weave them into a force that can turn a shared vision into a shipped product.

Experience:

Community Development Associate, Mirror AI July 2026 - Present

- Wrote the community development strategy and built the onboarding funnel bringing new users onto the platform through recurring live community calls.
- Used the calls as the entry point to the platform's on-demand prep resources.

Founder & Moderator, Mock Interview Program, Never Search Alone Jan 2026 - Present

- Founded a weekly peer mock interview program out of a job-search cohort's expressed anxiety about interviewing; grew it from five friends to 300 participants.
- Wrote the curriculum and session materials, match every pairing, and own all scheduling, reminders, and feedback collection.

User Research Intern & Barista, Yummy Future Coffee Jan - April 2026

- Worked the counter at one of three pilot locations for a barista-automation robotics company, where the human baristas doubled as the research arm.
- Turned point-of-sale interactions into talking points that reduced mid-transaction walk-outs and a prioritized feature list for engineering.

Chief Financial Officer, Oberlin Student Cooperative Association June 2021 - Jan 2022

- Administered a \$3,000,000 annual budget for a 400-member housing and dining network, rebuilding the role's procedures from server records after a pandemic furlough left no predecessor.
- Modeled the implications of a new rent contract for the membership and co-drafted the officer appeal to Oberlin College's counsel that reopened negotiations.

Housing Operations Manager & Interim President, OSCA and Keep Cottage Cooperative 2022

- Escalated years of unaddressed building health issues into a formal lease-violation notice, then ran the documentation and weekly vendor meetings that ended in professional mold remediation.
- Reopened a 75-person residential and dining community: 30+ policy discussions and roughly 40 elections in three weeks, in a body requiring 90% consensus.

Founder & Business Coordinator, The Hedgehog School July 2020 - May 2021

- Built a six-student pod school from a pitch to five families: negotiated hourly rate, sick leave, PTO, and supply budgets with four teachers.
- Ran the collective decision-making process and COVID policy the five-family network operated on.

Education:

BA in German and BM Horn Performance, Oberlin College 2018 - 2024

Minors: Law and Society, Rhetoric.

Coursework in Accounting and Business Management.

Technologies and Tools:

Excel (Advanced) | Claude | SQL | Python | Tableau | n8n | Canva | Figma | C1.2 German

Areas of Expertise:

User Research | Program Management | Zero-to-One Operations | Facilitation | Onboarding & Team Development | Vendor & Contract Negotiation | Budget Ownership | Process Design