



# Annie

## MILBY - ANDERSON

BUSINESS OPERATIONS MANAGER

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## SUMMARY

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Annie Milby-Anderson serves as the Business Operations Manager for Ratliff & Taylor. She handles process improvement and analysis, business operations, and human resources. Additionally, Annie partners with the Executive Leadership Team to manage large-scale projects, interface with clients, track outcomes, and execute project plans.

Annie began her career in operations at Weltman, Weinberg & Reis where she developed new workflows and processes, updated existing work processes, and maintained procedures manuals. She spent several years working in operations at various companies in the Cleveland area before joining American Greetings as a Global Sourcing Analyst and moving to Kentucky. There she collaborated on an enterprise-wide process improvement strategy, was selected to serve as Global Sourcing Representative on the Standards Committee, and trained 100+ associates corporate-wide resulting in improved accuracy for cost management.

She graduated from the University of Louisville in the spring of 2021 with her MBA and uses her extensive expertise in helping Ratliff & Taylor run smoothly.

## EDUCATION

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BSBA, St. Louis University  
MBA, University of Louisville

## FAVORITE BOOK

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*Where the Crawdads Sing* by Delia Owens

## FAVORITE QUOTE

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"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel." - Maya Angelou

## BEST CAREER ADVICE

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Always have the conversation. You never know where it could lead.

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