

James A. McPherson | Operational Audits & Consulting

LinkedIn: [James McPherson](#)

Location: North Carolina | National availability (hybrid / remote)

About the Practice

With leadership experience across startups and scaling enterprises, I bring a tested approach to auditing and improving operations every three years, a rhythm that ensures your systems remain competitive, efficient, and aligned with the latest tools and best practices.

These engagements are designed to uncover:

- Process inefficiencies that have built up over time
- Opportunities to modernize tech stacks and workflows
- Areas where switching costs can be minimized—or become a benefit

A Smarter Approach to Change

Switching costs, often a barrier to innovation, are mitigated through:

- Hands-on implementation planning
- Lightweight staff disruption
- Training and documentation that enables seamless adoption

Every change I recommend must either:

- Reduce cost
- Increase efficiency
- Improve organizational clarity

If it doesn't do at least two of the above, it doesn't get implemented.

Areas of Expertise

People & HR

- Streamlined hiring, onboarding, and training processes
- Payroll systems audits and setup
- AI as workforce enhancement, not replacement

Telecom & Communications

- Telecom bandwidth assessments (Fiber, Wireless, Redundancy)
- Integration of comms platforms (email, mobile, internal alerts)

Technology Platforms

- Knowledge systems & eLearning infrastructure
- Internal policy frameworks & operational best practices

Operational Controls

- Customer service workflows & automation
- Compliance and audit-readiness
- Financial reporting & control systems

Engagement Approach

1. Diagnostic & Discovery (Week 1–2) – Stakeholder interviews, systems mapping, baseline metrics.
2. Design & Implementation (Weeks 3–8) – Operating model, KPI tree, financial cadence, governance.
3. Handoff & Coaching (Weeks 9–12) – Team adoption, reporting rhythm, and sustainability plan.

Why Work With Me


- Strategic Depth: Duke MBA (Strategy & Decision Science) | Fulbright Scholar
- Operational Range: CFO, COO, and Strategy roles across education, SaaS, and infrastructure
- Execution Discipline: Lean, Agile, and 4DX implementations with measurable outcomes
- Cultural Fit: Trusted advisor, teacher, and quiet leader focused on impact over noise

Engagement Logistics

- \$250/hr. for first 20 hours/week
- \$200/hr. for 21+ hours/week
- Project-based quotes available upon request

Deliverables: Written reports, live dashboards, and leadership briefings

Contact

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"I build systems that last — clean, transparent, and measurable. The goal isn't chaos management, it's clarity creation."