



Joining the BLD team in 2017, Joy came into the company as our new Office Manager. She loves improving processes, developing/creating complicated spreadsheets, and balancing the budget! As such, she is a great addition to our team, making sure that we all keep on track with projects and the office stays well organized and well stocked.

Coming into the company, Joy brings with her a BA in Math and a Masters in Business Administration, from Graceland University and the University of St. Thomas respectively. Her experience from these universities adds a new layer of skills to an office of designers. Before joining BLD, Joy started her career as a systems engineer for IBM (back in the day of large mainframe computers) and soon moved into business analysis and IT project management. In 1994 she struck out on her own as an independent consultant specializing in process improvement. Then, before joining BLD, Joy spent 12 years as the Director of Operations for a large non-profit organization.

From her past experience, Joy brings many general skills to BLD including skills in business analysis, written and verbal communication, project management and customer service. Since joining BLD, Joy has helped us to review our business practices and procedures, and determine strategies to improve upon them in the future.

In addition to business analysis, Joy helps us with our accounts receivable and accounts payable, financial management, HR, and general office support. Not only does she keep us all organized, she also makes sure to order coffee for the office and cakes for all of our birthdays! Joy is a great addition to our team, and we all love the days that she comes into the office.



JOY TROYER  
Office Manager  
Bio

#### Experience:

Birkenstock Lighting Design / San Rafael, CA

- 2017-present
- Office Manager
  - Accounts Receivable
  - Accounts Payable
  - Financial Management
  - Payroll
  - Human Resources
  - Office Support
  - Business Analysis

#### Education

- University of St. Thomas – St Paul, MN – Masters of Business Administration
- Graceland University – Lamoni, IA – Bachelors of Arts – Mathematics
- Pacific School of Religion – Berkeley, CA – Graduate Certificate – Theology and the Arts