



Erin Brillhart

Director, Operations

Contact

@ ebrillhart@ratliffandcompany.com

📞 330-805-2108

🌐 [linkedin.com/in/erin-brillhart94/](https://www.linkedin.com/in/erin-brillhart94/)

Education

Bachelor of Business Administration
Kent State University

Certifications & Affiliations

Certified Career Consultant
Certified Career Coach, Cornerstone International
Graphic Design Essentials, Canva
The Field Guide to Human-Centered Design, Canva

Favorite Quote

"There is no innovation and creativity without failure. Period." - Brené Brown

Best Career Advice

Perception is reality.

Ratliff

rooted in people

Erin Brillhart serves as the Director, Operations at Ratliff, where she strategically shapes marketing initiatives, collaborating with clients to ensure an exceptional experience, and internally managing large-scale, transformative projects. She specializes in servicing Career Transition clients, partnering on the front end of the process to ensure a smooth changeover for their exiting individuals.

Erin played a key role in establishing the non-profit-focused initiative, Mission for Good, at Ratliff & Company. She has also led various technical migrations and process enhancements within the organization. Erin shines brightest in her ability to actively listen to what someone is saying and quickly formulate an effective solution – whether it's internally related to internal business needs or externally related to clients' needs.

Prior to her current position, Erin worked at a tech start-up based in Akron, where she collaborated internationally, crafting tailored marketing messages for conversation AI-powered conversion software. Joining when the company had just 8 employees, she played a pivotal role in hiring and training as the team expanded to nearly 50 before her departure.

With her ever-changing hair color, Erin is a self-described creative jack of all trades. Her current ADHD hyper-fixation craft of choice is crochet. You'll find her putting her own spin on patterns for everything from stuffed animal loveys to blankets to sweaters and more.

Civic Involvement

Leadership Council Member, *Engage! Cleveland*
Civic Leadership Institute Graduate, *Cleveland Leadership Center*