Cheat sheet

Garner Health
Strategy & Operations Manager

Glance at this just before the call

Garner, in one line	Garner ranks doctors by performance, and employers use it to cover employees' out-of-pocket costs when they choose a top-ranked doctor.
Its moment	It raised $118 million in February and $100 million in May at a $2.74 billion valuation, and is putting the money into its quality platform and AI products.
This role	A generalist on the Strategy & Operations team, reporting to the VP. You run strategic projects for leadership, build operational processes, and support the operating rhythm (the regular cycle of KPI reviews and planning that runs the company).
What they will test	Whether you can break down a messy problem, back your view with data, get other teams to adopt the fix, and keep a high bar under a demanding pace.
Have these answers ready	1. How you'd find out why a company KPI dropped 2. An operational process you built that other teams adopted 3. How you handled push-back from a colleague 4. How you'd run quarterly planning at a company doubling each year 5. Where you'd use AI to speed up an operational process
✓ **Do**	Structure every answer out loud and put a number on the impact. Tie your examples to measurable outcomes.
× **Don't**	Don't explain Garner's model back to the people who built it. Don't hint that you want a steady pace.