

**SUMMARY**

A creative and motivated communicator seeking an operations position that allows me to use my project management skills as well as my ability to work with a team of people to accomplish a desired goal. Versatile and organized with a comprehensive understanding of structuring and completing long term projects. A quick learner who is comfortable with technology, goal-oriented, and stimulated by dynamic and challenging situations.

**STRENGTHS**

- 6+ years of managing the day-to-day details of projects including the plan, schedule, resources, task assignments, scope, budget and risks.
- Developing user-friendly project documentation and deliverables.
- Developing and maintaining project plans by specifying goals, strategy, staffing & scheduling.
- Managing communications among product, technical & marketing teams.
- Multi-tasking and simultaneously driving several projects.
- Effectively managing all details of multi-channel, complex projects.
- Experience with integrated marketing project management.

**KEY AREAS OF EXPERIENCE**

**Marketing/Communication**

- ◆ Liaison between staff and clients
- ◆ Communications planning
- ◆ Project planning
- ◆ Technical documentation
- ◆ Qualitative consumer research

**Management/Operations**

- ◆ Internal operations and procedures
- ◆ Complex/long-term projects
- ◆ Team Lead
- ◆ Project organization

**Training**

- ◆ Needs analysis
- ◆ Design/deliver training
- ◆ O.J.T.
- ◆ Group/one-on-one

**Hardware/Software Support**

- ◆ Web-based programming
- ◆ Database design
- ◆ Office support software
- ◆ Microsoft applications

**CLIENT EXPERIENCE**

University of Minnesota	Digi International
Robins, Kaplan, Miller & Ciresi	US Bank
Capella University	Aveda
Compass Lifescapes	Best Buy
Hazelden Foundation	Target Corporation
Gramercy Corporation	Minneapolis Heart Institute Foundation

## **WORK EXPERIENCE**

### **Collaboract Consulting** (*www.collaboract.com*)

#### **Special Projects Manager, 2003 - present**

*Collaboract Consulting specializes in results-based collaboration among organizations, partners, and teams. They concentrate on driving to measurable results that deliver value and support corporate strategy.*

- Establish internal operational procedures for collaborative environment.
- Drive development and execution of all Collaboract marketing strategies and tactics including mailing marketing campaign, brochure production, and web site design.
- Manage web site updates and content including white pages, case studies, and blog entries.
- Plan and manage internal and external communications projects.
- Develop and produce communication materials.

### **Cicero Interactive Solutions** (*www.cicero.com*)

#### **Account Executive/Project Manager, 1999 - 2003**

*Cicero Interactive Solutions is a web design and marketing firm that builds, hosts, and manages web sites with dedicated efforts to market those web sites to create traffic and drive customer action.*

- Contracted with Digi International to completely redesign their technical support site (*www.digi.com/support*). Worked directly with their developers, engineers, designers, and management to create an entirely new site that was compatible with legacy and updated systems.
- Managed integrated marketing projects from planning through production and provided continued client support. Tactics included: email marketing, advertising initiatives, and affiliate marketing.
- Consulted on strategy and architecture to ensure proper execution of customer-focused web sites.
- Facilitated cross-functional communication among: design, development, marketing, and clients to drive projects to completion.
- Maintained relationships with 12+ clients to provide them with full support and service.
- Wrote proposals, client and team communications, call reports, etc.
- Developed and implemented internal operation systems as Cicero's client base grew. Put project management procedures and documentation in place. Interviewed, trained and managed new staff.

### **MindSharp Learning Centers**

#### **Software Instructor, 1997 - 1999**

*Mindsharp Learning Centers (purchased by Benchmark Learning in 2000) focused delivery of adult training classes for end-user software.*

- Instructed classes averaging in size from 10 – 12 people. Created class environment that was comfortable and respectful of adult learners while recognizing the difficulty some users faced.
- Administered long-term projects for large companies needing employee retraining. Learned customized tools of software to train specific users.
- Developed instructor materials to continually enhance curriculum.

## **EDUCATION & CERTIFICATION**

*Concordia University School of Accelerated Learning, St. Paul, MN 2001-2002*

Masters of Arts in Organizational Management

*College of St. Benedict, St. Joseph, MN 1990 - 1994*

Bachelor of Arts Magna Cum Laude, All College Honors with Departmental Distinction 1994

Major: French, Minor: English