



Catherine Richardson

Business Consultant

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Business consultant with 8 years of experience in process improvement design and measures. Designed, developed and implemented global CRM strategies and reduced the number of support tickets by 15%. Successfully coached and trained junior business consultants. Entrepreneurial attitude towards challenges. Excellent communication and presentation skills. Proficient in Spanish and French.



Experience

2013-05 - 2018-06

Management Consultant

XYZ Consulting, Chicago, Illinois

Designed and implemented global CRM strategy which led to 15% reduction of the number of support tickets

Built and managed customized CRM roadmaps

Provided regular reporting on CRM performance to leadership team and high-level executives

Planned and facilitated training sessions to launch a successful business transformation

Assisted with other management projects including emergency preparedness projects

2010-09 - 2013-04

Junior Management Consultant

XYZ Consulting, Chicago, Illinois

Consulted with clients the design and deployment of CRM projects

Analysed both qualitative and quantitative data to be used in CRM development and implementation stages

Developed train-the-trainer content and led training to key CRM users

Delivered persuasive presentations to small groups

2010-07 - 2010-08

Junior Consultant

Help for Africa, NY, New York

Together with a team of three provided consulting services to a nonprofit organization which led to a 10% increase in fundraising



Education

2013 - 2015

UCLA–Anderson, EMBA

2007 - 2010

City University of New York, BA in Business Administration

3.9 GPA

Coursework included statistics, macroeconomics, business law.



Skills

Excellent communication skills both oral and written and interpersonal skills

Strong analytical, problem solving and reporting skills



Languages

Spanish



French

