

# 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	<b>Management Consultant</b> <i>XYZ Consulting, Chicago, Illinois</i> 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 succesful business transformation Assisted with other management projects including emergency preparedness projects
2010-09 - 2013-04	<b>Junior Management Consultant</b> <i>XYZ Consulting, Chicago, Illinois</i> 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	<b>Junior Consultant</b> <i>Help for Africa, NY, New York</i> Together with a team of three provided consulting services to a nonprofit organization which led to a 10% increase in fundraising

## Education

2013 - 2015	<b>UCLA–Anderson, EMBA</b>
2007 - 2010	<b>City University of New York, BA in Business Administration</b> 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	■■■□□