ASTRID LINDHOLM

Program Manager

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- 📍 Philadelphia, PA
- in [LinkedIn](#)

EDUCATION

Bachelor of Science
Economics

University of Pennsylvania

- 📅 2012 - 2016
- 📍 Philadelphia, PA

SKILLS

- Asana
- Slack
- SharePoint
- Toggl
- Smartsheet
- Microsoft Project
- Salesforce
- RiskWatch
- Tableau
- SurveyMonkey

WORK EXPERIENCE

Program Manager

Microsoft

📅 2021 - current   📍 Philadelphia, PA

- Oversaw the deployment of Microsoft Project to streamline resource allocation, contributing to **savings of $200,332** in project costs over six months
- Implemented standardized project workflows in Smartsheet, cutting administrative tasks by four hours per week per team member
- Optimized stakeholder engagement through targeted surveys in SurveyMonkey, yielding a satisfaction score of 8.8 out of 10
- Utilized Salesforce to track stakeholder engagement, increasing project buy-in from key clients by 43%

Program Analyst

Bain & Company

📅 2018 - 2021   📍 Philadelphia, PA

- Managed risk assessment frameworks with RiskWatch, reducing potential project losses by an estimated $100,034 per year
- Conducted data analysis for 11 client projects using Tableau, providing insights that increased client satisfaction scores by 24 points
- Collaborated with clients and internal teams via SharePoint to document project requirements, maintaining a 97% accuracy rate in project scope
- Operated Toggle to monitor project hours across seven teams, ensuring budget adherence and **optimizing resource allocation by 18%**

Operations Coordinator

Oracle

📅 2016 - 2018   📍 Philadelphia, PA

- Monitored operational metrics with Tableau, identifying and eliminating inefficiencies that would cost the company $80,068 over the fiscal year
- Evaluated vendor performance using Salesforce data, renegotiating eight contracts and **saving $50,087** per year
- Coordinated logistics for three events per month, leveraging Asana for task management
- Facilitated communication across four teams via Slack, 64% faster response times to internal inquiries