# **ALEXSANDRA MAH**

Certified Technical Project Manager | CSM Budget & Schedule Management

**+1-415-758-8170** 

@ alexsandra\_mah@icloud.com

San Pablo, CA

@ linkedin.com/in/alexsandra\_mah

## **SUMMARY**

Collaborative Technical Project Manager, CSM with advanced knowledge of the required project manager skill sets and a background in restaurant management and customer service to improve client experiences and achieve business goals.

 Planned and executed a web development project for a small to medium-sized inventory based company creating project documentations, implemented schedule management, budget management, and stakeholder management.

Seeking a Junior Project Manager/Project Coordinator position. Where I can bring my schedule management and team collaboration skills to achieve company goals.

#### **PROJECTS**

#### XYZ Web Development

**1** 08/2021 - 11/2021

Planned and executed a professional high performance web application project to increase traffic flow.

- Budgeted at \$105,430.00.
- Completed project under budget and on schedule.
- Managed and led a team of 5 project team members.
- Assessed project risk and removed roadblocks.
- Maintained close relationship with stakeholders.

## **EXPERIENCE**

## Technical Project Manager

#### **Thinkful**

- Determined SDLC frameworks.
- Lead a team of 5 project team members in a sprint based model for task management.
- Monitored and tracked project deliverables through JIRA.
- Collaborated with project team and stakeholders to maintain project goals, and objectives.
- Created project documentation for the sign-off of each phase.

#### Dogwalker

#### **Blue Dog**

🗎 2017 - 2020 👂 San Francisco, CA

- Documented, monitored, and wrote daily reports about canine activities, health, and behaviors.
- Communicated closely with office staff and clients to maintain, and organize schedules.
- Monitored canine group plays/walks to avoid obstacles, dangerous situations, and confrontations with other canines that showed signs of aggression or fearful behaviors.

#### **STRENGTHS**



#### Communication

Demonstrated strong verbal communication skills at Dog Fairs, speaking to 1000+ people.



#### Influence

Able to establish influence over a team of 15 members to drive it toward success.



## **Team Building**

Team building exercises to maximize team productivity and work balance.

# **SKILLS**

## Project Management

Project Environment Integration

Scope Schedule Cost Quality

Resource Communication Risk

Procurement Stakeholder SDLC

Project Lifecyle Scrum Master

IT Infrastructure Cloud Computing

Telecommunications

Enterprise Resource Planning

Governance Risk & Compliance

Cybersecurity Response Database

**Software & Product Development** 

# **EXPERIENCE**

#### Store Manager

#### **GreenSurge**

- Coordinated with the business owner to plan the opening of the 2nd store location budgeted at \$300k.
- Processed paperwork, inventory tracking, and inventory count to minimize loss.
- Trained new staff employees, conducted interviews, and produced staffing schedules.
- Balanced sales, reconciled cash, and made bank deposits to facilitate opening and closing duties.

#### Restaurant Manager

#### Young's Cafe

Promoted to Restaurant Manager

- Increased business revenue by 45% in a year by implementing delivery software changes and advertisements.
- Planned and executed Chinese New Years Parade Restaurant Project for 4
- Completed restaurant opening/closing procedures and managed restaurant budgets/deposits.
- Optimized profits with proactive control of vendor costs, employee workloads, and food waste.

## Assistant Manager

#### Young's Cafe

Promoted to Assistant Manager within 3 months.

- Increased staff performance by 15%.
- Coordinated with staff team members and restaurant manager to produce work schedules.
- Maintained line of communication between the front and back of the house staff, provided assistance when necessary.
- Kept detailed records of daily, weekly, and monthly costs and revenues.
- Led day-to-day operations for a staff of 10-15 employees.

#### Waitstaff

#### Young's Cafe

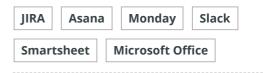
- Greeted guests with enthusiasm and exceptional customer service, resulting in an average tip percentage of 20%
- Served an average of 200 customers per day, up to 30 at the same time
- Proved the ability to multitask, and maintained high-level of customer service.

# **SKILLS**

# Methodologies



## Software Proficiency



#### Language



#### Soft Skills



## CERTIFICATION

#### **CSM**

Scrum Alliance, 2021

#### **EDUCATION**

# BS Business Administration IT Management

#### WGU



# Technical Project Management Thinkful

**11/2021 11/2021** 

- Intensive immersion boot camp 40hrs/week.
- Professional hands-on training on project management and technical infrastructures.
- Basic HTML5, CSS and JavaScript.

# Business Administration College Of Alameda

£ 2008 - 2009

• 18 credits towards Business Administration.