

ALEXSANDRA MAH

Technical Project Manager | CSM

San Pablo, CA

415-758-8170 | alexsandra_mah@icloud.com

[LinkedIn](#)

SUMMARY

I'm an attentive Technical Project Manager proficient in risk management, budget management, and project management methodologies. I have 8 years of restaurant management experience, which allowed me to develop my skills in conflict resolution, people management, and scheduling. I have a strong interest in IT infrastructures and have the tenacity to see a project through from start to finish.

SKILLS

Project Management: Stakeholder Management, Project Documentation, Managing Sponsor Concerns, System Development Life Cycle, Project Lifecycle, Change Management, Time Management & Scheduling, Estimating & Budgeting, Planning & Forecasting, and Risk Management.

Management Tools: Agile methodologies, predictive methodologies, Asana, Jira, Slack, and Trello.

Soft Skills: Communication, Leadership, Problem Solving, Team Management, and Conflict Management.

CERTIFICATION

Scrum Alliance

Certified Scrum Master (CSM)

October 2021

EDUCATION

Thinkful | Online

Certificate, Technical Project Management

Aug 2021 - Nov 2021

- Intensive immersion program in Technical Project Management, hands-on training on stakeholder management, project documentation, estimating and budgeting, managing sponsor concerns, system development life cycle, project lifecycle, and risk management.

Carrington College | San Leandro, CA

Certificate, Pharmacy Technician

July 2009 - Jan 2010

College of Alameda | Alameda, CA

18 Credits Towards Business Administration

Aug 2008 - July 2009

PROJECTS

XYZ Web Development | [Capstone 1](#)

Designed a professional web application to increase traffic flow.

- *Deliverable 1: Project Charter*
 - Determined project purpose, measurable objectives, assessing high-level requirements, high-level project description, overall project risks, budget, milestones, assessing key stakeholders, determining project success criteria, project exit criteria, assigned project manager/project sponsor, constraints/assumptions, core team members, and project approval requirements.
- *Deliverable 2: RACI Chart*
 - Created a RACI matrix to assess the responsibility for the resources on the project team.
- *Deliverable 3: SDLC Document*
 - Determined and articulated SDLC framework.
 - Established appropriate phase gates.
 - Determined who will review and approve.
- *Deliverable 4: Requirements Management*
 - Master Requirements Document
 - Requirements Management Plan (Described how requirements will be analyzed, documented, and managed.)
 - Requirements Register (Documented identified and gathered requirements)
 - Requirements Traceability Matrix
- *Project Management Tool*
 - Jira to track and document project deliverables.

XYZ Web Development | [Capstone 2](#)

Created a professional high-performance web application to increase traffic flow and product listings.

- *Deliverable 1: Communications Plan*
 - Created a Communication Management Plan outlining the communication management approach, communications management constraints, stakeholder communication requirements, project team directory, communications matrix, communication flowchart,

- communication standards, communication escalation process, and the glossary of communication terminology.
- Project Kickoff
 - Project Kickoff Meeting Announcement
 - Project Kickoff Meeting Checklist
 - Project Kickoff Presentation
- *Deliverable 2: Stakeholder Engagement Assessment Matrix*
 - Implemented the Power-Interest Grid to assess and analyze XYZ stakeholders.
- *Deliverable 3: Team Charter*
 - Created a team charter based on the XYZ Web Development project.
 - Outlined project purpose, project team values, document handling procedures, decision-making criteria, conflict resolution, meeting guidelines, time reporting, status reporting, team communications, training guidelines, project resources, roles, and responsibilities.
- *Deliverable 4: Leadership Statement*
 - Created a PowerPoint slide to deliver a project leadership statement.
- *Project Management Tool*
 - Jira to track and document project deliverables.

EXPERIENCE

ANIMAL CARETAKER

2015-2020

Self-Employed | San Francisco, CA

- Scheduled and offered dog walks, pet sitting services, canine obedience training, canine behavioral training, and canine aggression rehabilitation.
- Processed invoices, receipts, and payments.
- Provided exceptional services and attracted new clients through word-of-mouth marketing.
- Tailored programs to meet client needs by providing education to strengthen positive behavior patterns.

DOG HANDLER

2017-2020

Blue Dog | 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.

RESTAURANT MANAGER

2014-2017

Young's Cafe | San Francisco, CA

- Facilitated staff training on food prep, money handling, coordinated staff schedules to maximize productivity, and prepared biweekly payroll.
- Oversaw daily operations and processes, including reservations, budgeting, and forecasting.
- Communicated and utilized strong interpersonal skills to establish positive relationships with guests and employees.
- Reconciled daily transactions, balanced cash registers, handled bank deposits and managed opening/closing procedures.

ASSISTANT MANAGER

2009-2014

- Reported to the Restaurant Manager of any concerns, oversaw staff performance, and prepared shift schedules.
- Coordinated communication between the front and the back of the house staff, provided assistance when necessary.
- Kept detailed records of daily, weekly, and monthly costs and revenues.
- Planned/executed inventory management and reported to the restaurant manager.

STORE MANAGER

2016-2017

Green Surge | San Francisco, CA

- Resolved customer issues by investigating issues, answering questions, and building rapport.
- Managed and 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.