

# ALEXSANDRA MAH

## Certified Technical Project Manager | CSM Budget & Schedule Management

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📍 San Pablo, CA

## 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

📅 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**

📅 2021 📍 Remote

- 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 Lifecycle

Scrum Master

### IT Management

IT Infrastructure

Cloud Computing

Telecommunications

Enterprise Resource Planning

Governance Risk & Compliance

Cybersecurity Response

Database

Software & Product Development

## EXPERIENCE

### Store Manager

#### GreenSurge

📅 2016 - 2017    📍 San Francisco, CA

- 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

📅 2014 - 2017    📍 San Francisco, CA

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 years.
- 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

📅 2009 - 2014    📍 San Francisco, CA

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

📅 2008 - 2009    📍 San Francisco, CA

- 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

Agile

Scrum

Lean

Predictive

### Software Proficiency

JIRA

Asana

Monday

Slack

Smartsheet

Microsoft Office

### Language

English - Proficient

Cantonese - Conversational

### Soft Skills

Leadership

Communication

Problem Solving

Motivation

Political & Cultural Awareness

Collaboration

Adaptability

Negotiation

Responsible

## CERTIFICATION

### CSM

Scrum Alliance, 2021

## EDUCATION

### BS Business Administration IT Management

#### WGU

📅 Ongoing    📍 Online

### Technical Project Management

#### Thinkful

📅 08/2021 - 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.