

ALEXSANDRA MAH

Technical Project Manager | CSM

San Pablo, CA

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[LinkedIn](#)

SUMMARY

I'm a Technical Project Manager proficient in risk management, budget management, and project management methodologies. I have 10 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, time management & scheduling, estimating & budgeting, planning & forecasting.

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

PROJECTS

XYZ Web Development | [Project 1](#)

Designed a professional web application to increase traffic flow.

- Created a Project Charter, SDLC Document, RACI Chart, Requirements Management Plan, Master Requirements document, Requirements Register and Requirements Traceability Matrix.
- Used Jira to track and document project deliverables.

XYZ Web Development | [Project 2](#)

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

- Created a Communications Management Plan, Project Kickoff Meeting Checklist, Project Kickoff Meeting Email, Project Kickoff Presentation, Stakeholder Engagement Matrix, Leadership Statement, and Project Team Charter.
- Used 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 organized 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

2014-2018

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.

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.

CERTIFICATION

Scrum Alliance

Certified Scrum Master

October 2021

EDUCATION

Thinkful | Online

Aug 2021 - Nov 2021

Certificate, Technical Project Management

- Technical Project Management program, 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

July 2009 - Jan 2010

Certificate, Pharmacy Technician

College of Alameda | Alameda, CA

Aug 2008 - July 2009

18 Credits Towards Business Administration