

Kristin Ann Bratland
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Program Manager

Dynamic professional with expertise in high-level project management, program design, and process re-design with an uncanny ability to use diverse skills for strategic problem solving, process innovation, and completing projects on time and within budget. Skilled at building partnerships, conflict resolution, and providing exceptional customer support using outstanding professionalism, diplomacy and reliability. Consistently excels in big-picture ecosystem approach to affectively improve organizations, processes and procedures, while fostering success for my community team, stakeholders, and the organization.

Relative Experience

Consultant, Business Development, Owner, Portland, OR

03/14-present

Major Accomplishments

- Providing 125% ROI by training small business owners about sound business process, procedure and communication including web, email, and traditional campaign and customer communication
- Providing collaborative writing and editorial services for faculty consultant marketing material resulting in 90% placement
- Increase business efficiency by 50% through company process redesign, e.g. material and project planning for schools and scheduling & customer tracking for contractors
- Respond to customer needs with kind, energetic and creative solutions

Development Officer, Capstone International Executive Education, Portland, OR

11/11- 03/14

Major Accomplishments

- Managed multiple high visibility projects simultaneously, *tripling* client base in new and untapped areas of domestic and international business
- Developed, designed, and improved international and domestic management processes for over 30 executive education programs
- Assessed Client and Resource performance using standardized and novel measuring techniques
- Conceptualized web-based database application for managing 1000s of faculty, client and partner data and created a program management platform within application
- Generated \$125K profit in 6 months and exceeded target profit margins by 5-10%
- Spearheaded company structural re-design and created sales team structure to increase sales 3x
- Initiated 2 new and novel business partnerships for clients with universities for new revenue
- Wrote dozens of program proposals, guidelines, and training documents read and enjoyed
- Trained staff and co-workers in GoogleDrive, MSOffice, and other IT processes to increase efficiency of team work and communication

Clinical Research Development, Trialologic Research remote office, San Diego, CA

10/10-10/11

Major Accomplishments

- Researched feasibility of NW Trialologic Research site by selecting appropriate doctors and practices and analyzing participation rates

- Discovered need for and generated source documents and data collection templates
- Initiated partnerships, reviewed and managed site questionnaires and contracts, developed written and presentation recruitment materials
- Received Trialologic Clinical Trial Coordination Certification

Event Planner, Co-owner

Spectacular Weddings & Events, Flagstaff, AZ

02/05-10/09

Major Accomplishments

- Cut event work time in half by creating process and program management documents increasing revenue by 50%
- Received outstanding testimonials for customized events that represented the vision of the client from small intimate gatherings to large 200+ person events
- Exceptional and graceful management of high-end clients and their changing needs
- Effectively managed simultaneous activities, multiple vendors, and event attendees
- Ensured budget adherence and substantially reduced anticipated expense consistently by 20%, advised on booking talent, caterers, and subcontractors
- Developed and promoted company through effective brand management and marketing materials in multiple media
- Created partnerships between business entities for increased client offerings

Wildlife Biologist, US Forest Service & Rocky Mountain Research Station, Flagstaff, AZ 09/00-12/07

Major Accomplishments:

- Developed processes that maintained data collection rates when budget was reduced by 50%
- Raised over \$48k to support research activities
- Wrote successful proposals for \$150k in research studies using government funding
- Successfully managed multiple concurrent long-term research projects from planning to publication, trained and managed technicians, and established thought leadership at scientific conferences, interagency meetings, and on public and stakeholder meetings
- Published well cited literature in primary peer reviewed journals, magazine articles, and interagency and public reports to highlight biological research accomplishments to scientific community, politicians, stakeholders, and public organizations
- Initiated, pursued, and established agreement and partnership with contracting research groups to conduct sampling for government agency to reduce costs by 20%
- Effectively managed government regulatory requirements and permit submission

EDUCATION & CERTIFICATIONS

M.S. with distinction in Biology, Northern Arizona University	2000-2003
B.A. Environmental Studies & B. A. Biology, University of California, Santa Cruz	1990-1995
NCRC Gold Level, Portland, OR	March 2014

Technical Skills

Adobe Creative Suite IV	MS Office	MailChimp	Service Autopilot	SPSS &
PhotoJunction	Wordpress Website	LinkedIn	Adobe Reader	JMPin

Ability to quickly learn new programs easily and swiftly

Concluding statement

A strong foundation in research science allows me to understand and achieve solutions to multi disciplined questions and problems. References, Publications, and Awards available on request.