

PREVIOUS EXPERIENCES

Senior Project Manager, Kloeckner.i

January 2023 – August 2023

- Core team member during the establishment and roll-out of new global Project Management department. Advised on accommodating the multiple practices/needs across all international organizations within one centralized management process. Was Subject Matter Expert (SME) for software- and product-specific project management topics. Identified in-progress as well as planned project efforts and coordinated their introduction to the new process.
- Created the materials for and delivered training sessions on the new ways of working/project management to all affected areas (including executives). Mentored and trained other Project Managers, including peers and novices serving in PM role for smaller projects. Created process procedures, documentation and help guides based on feedback, as needed.
- In addition to department establishment duties, managed one of the most complex projects in the global portfolio, with board level/executive stakeholders and multiple external vendors. Designed project plan with SME/stakeholder input. Resolved daily issues, proactively addressed potential roadblocks and identified mitigation strategies, and handled stakeholder communications/documentation at all levels.
- Selected external vendors based on project needs. Once approved, coordinated all aspects of external on- and off-boarding, as well as budget and schedule management. Resolved or escalated vendor-specific concerns, as needed.
- Created automated Jira workflows and security profiles. Programmed custom tools in VBA to streamline data collection and automate board-level project progress update presentations.

Agile Project Lead, Kloeckner.i

March 2022 – January 2023

- Identified opportunities for projects and organization/process improvements, to best support assigned software products. Coordinated with all relevant stakeholder groups to identify solutions and led the resulting implementations. In addition to core product responsibilities, provided agile coaching and project/vendor management of multi-organization system migration project, at board member request.
- Redesigned the product roadmap planning process to reduce development times and align better with stakeholder needs, using dependency mapping and analysis of the development processes/infrastructure. Created the materials for and ran workshops on the software development process for interested non-technical stakeholders, based on their feedback. Designed and ran regular agile onboarding trainings to all new employees.
- Advised on Scrum-/team-related topics, provided agile coaching to, and conducted Scrum Master duties for multiple assigned cross-functional product development teams. Implemented agile process improvements to fit needs of all perspectives. Maintained agile documentation and created new resources to cover existing gaps, where applicable. Created and gave trainings on specific agile topics to meet team needs. Also provided individualized coaching and conflict mediation, on request.
- Managed access to and was system administrator of Jira, Confluence & Miro. Served as first point of contact for all questions on these tools, and provided training/assistance as needed. Obtained Certified Agile Leader certification.

Process Analyst, State Farm Underwriting

January 2020 – October 2020

- Ran cross-functional data migration preparation working groups, and coordinated implementation of identified process/software improvements. Analyzed performance metrics and used historical trends to provide volume forecasts and staffing recommendations and training timelines.
- Strategic lead for team during the cross-functional development of an on-boarding tool. Assisted in software modernization by running end user interviews and delivering feedback and process observations to development team, to improve software/process reliability and prioritize future enhancements.
- Worked as Scrum Master, in addition to main analyst duties. Coordinated and moderated regular progress updates to stakeholders. First point of contact for stakeholder questions/feedback/requests. Designed a new team organization to address work allocation issues. Mentored peers and guided culture change efforts with leadership support.
- Developed and implemented training sessions for business partners. Provided culture change feedback to leadership, as needed. Gained expertise presenting a variety of information to a variety of audiences (including executive level), in both oral and written formats.

- Wrote data analytic/processing tools for internal usage in Excel VBA to partially automate routine tasks. Designed and ran a VBA scripting training course for peer analysts new to programming. Helped establish area's data visualization committee. Updated resources for and presented on company-wide Diversity & Inclusion content.

Process Analyst, State Farm Bank

July 2017 – January 2020

- Identified high-impact process improvements, redesigned processes, and met with other stakeholders for feedback on proposed changes. Analyzed training gaps and created training plans, as needed. Created staffing models and projections. Calculated project costs and expected savings.
- Prepared and executed design implementations. Assisted leadership and impacted associates in navigating change management. Ran cross-functional debriefs to gather feedback and remove roadblocks, as well as monitoring quantitative/qualitative measures to assess process stability.
- Established understanding of work-as-done via timings and practitioner interviews. Combined qualitative and quantitative measures to establish cycle times/process baseline measures.

Graduate Student, University of Illinois/Vanderbilt University

August 2014 – July 2017

- Designed and ran experiments, processed data, and analyzed results, using R and MATLAB.
- Managed research assistants and resolved personal/technical issues in the running of subjects. Wrote conference and journal publications. Teaching assistant.

EDUCATION

Vanderbilt University, Master Of Science, Cognition and Cognitive Neuroscience, May 2017

University of Rochester

- Bachelor of Science, Brain and Cognitive Science (*Cum Laude, Distinction in Research*), **May 2014**
- Bachelor of Science, Linguistics (*Summa Cum Laude*), **May 2014**

SKILLS

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| - Project Management | - User Research, Interviews, Process Mapping |
| - Product & Stakeholder Management | - Jira, Confluence, Miro, Excel (VBA), R, MATLAB |
| - Process Design & Change Management | - Statistical Analysis & Data Visualizations |
| - Problem Solving & Leadership | - BI (Dashboards, Reporting) |
| - Coaching & Mentoring | - Workshop/Training Creation & Facilitation |
| - Frameworks: Agile, Scrum, Lean, Design Thinking | - Process, Policy & Organizational Structure Design/Implementation |
| - Languages: English (native), German (B2) | - Technical Writing/Documentation |