

# Stephen C. Kornahrens

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## Summary of Qualifications:

Certified Scrum Master with extensive experience in successful Project Management encompassing frontend, backend, CRM, and ERP software implementation. Proven leader with experience running multimillion dollar operations and bringing failing projects back to successful conclusions. Excellent communicator who prides himself on establishing meticulous Definitions of Done with Stakeholders before project kickoff. Always looking for a good challenge and a chance to learn.

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## Professional Experience:

### **StickerGiant: Longmont, CO**

#### ***I.T. Project Manager: July 2016-Current***

- Scrum Master for all IT development.
- Product Owner for Front End/Back End development for StickerGiant.com leading team of contracted developers.
- Took over and redirected failing project covering quality life changes for customers on StickerGiant.com. Successfully implementing customer account functions covering online proof approval, quote review, account maintenance, and easy reordering.
- Overhauled all Product Backlogs from no Business Value/Story Point organization to a backlog prioritized to produce the best value for the company.
- Developed solutions that lead to greatly reducing CRM process cycle times for order entry allowing customer service to process more orders and service customers with greater accuracy.
- Implemented Zendesk covering all trigger, automations, macros, placeholder, and ERP integration.
- Implemented improvements focused on creating an easier workspace for Customer Service such as automated emailing, quickly receiving customer artwork, mass update changes to orders, adjusting sizes of orders instantly, and automated data field population. Leading to greatly reducing Process Cycle times for order entry allowing a Customer Service Representative to process more orders and service customers with greater accuracy.
- Customized Illustrator scripts (javascript) that have automated proofing functions within the art team. Reducing time spent on proofs from minutes to seconds.
- Recommended changes to stickergiant.com that have lead a higher conversion rates, lower order errors, and a happier user.

### **AirDye Solutions LLC.: Harrisonburg, VA/Gaffney, SC/Charlotte, NC**

#### ***Process Analyst/Plant Manager/Operations Manager: June 2014-December 2015***

- Manage day-to-day operations and collaboration of 9 departments and 41 personnel in 3 different locations.
- Project lead for three week program sprint to migrate all local design and colorway data into cloud based SQL database AirDye.com. Resulted in giving NetSuite the ability to integrate via an API allowing sales team to properly place orders within NetSuite and migrate from legacy systems.
- Lead for reopening closed facility to produce a run of 1 million dollars in merchandise over 3 months for key client. Responsible for personnel hiring, negotiations, inventory procurement, and production scheduling.
- Project lead for the development of a paper inspection software touch screen system. Used to evaluate product on a point based system to determine if the product was acceptable. Reports automatically generated were used as Certificates of Analysis and distributed to customers to prove product perfection.
- Key member of team responsible for implementing NetSuite, an Enterprise Resource Planning system, and deactivating Paradox, the legacy business process management software.
- Worked with NetSuite team to create custom reports encompassing productivity, order status, prioritization, backlogs, inventory management, etc. giving Operations snapshots of daily activity.
- Helped ERP programming team ascertain what data is valuable within legacy SQL databases during NetSuite implementation. Allowing team to distinguish between key data needed and ignoring overwhelming unnecessary legacy data.

- Responsible for examining, qualifying, and responding to all customer complaint concerns. Never lost a customer and all customers with complaints returned for more product.
- Oversaw quality control of all products shipped to customers, totaling \$9,000,000 in 2014.
- Drafted extensive flow-charts and analysis to visualize efficiency breakdowns and emphasize areas for improvement. Resulted in process changes within ink creation, color matching, and product inspection that increased efficiency.
- Improved work flow for all departments by reducing unnecessary paperwork, inefficient procedures, and valueless data capture.
- Created detailed standard operating procedures, manuals, and training guides for AirDye Solutions' proprietary software to streamline user application, regulate production standards, prioritize customer satisfaction, and catalogue overall output for further analysis.

### **Pentagon, Washington Headquarters Services (WHS)- Enterprise Management**

#### ***Events Management/Orientation/Graphics/ Analyst: June 2013-May 2014***

- Managed department-wide event planning tasks, ensured consistent correspondence between department personnel, maintained flexibility concerning ad-hoc requests, and initiated support to internal and external WHS customers during events.
- Updated internal newsletter site via Drupal on a weekly basis.
- Improved department planning strategies by designing an integrated tracking mechanism focused on reducing redundancy and documenting follow-up actions.
- Briefed colleagues and senior leadership on a variety of administrative, training, orientation, and event management topics.
- Administered oversight and hosting functions for the DoD and external entities, including media coordination.
- Allocated administrative support to Executive level employees and/or their subordinates.
- Generated detailed analytic reports monitoring organizational efficiencies and external inquiries in an effort to provide senior decision-makers with recommendations for action.

### **Early Career:**

#### **U.S. Navy: USS Emory S. Land, Ceremonial Guard, BUD/s Class 281**

***Operation Specialist, Second Class Petty Officer: 2009-June 2013***

#### **Jillian's Sports Pub and Grill, Columbia, SC**

***Event Planning and Marketing, Sales, Server, Barback: 2007- 2009***

#### **The Walt Disney Corporation, Orlando, FL**

***College Program Professional Intern: Jan 2006- Jul 2006***

#### **Al's Upstairs Italian Restaurant, Columbia, SC**

***Short Order Cook and Server: 2007- 2009***

#### **Ritz Carlton Golf Club, Amelia Island, FL**

***Baggage Handler/ Server/ Bartender: May 2005- July 2005***

#### **Georgetown Landing Marina, Georgetown, SC**

***Dock Hand: 2000- 2004***

### **Education and Credentials:**

University of South Carolina. BS in Hotel, Restaurant, and Tourism Management 2004-2008.

Certified Scrum Master 2017