

Senior IT Project Coordinator Senior IT Project Coordinator Senior IT Project Coordinator - Eyecare Services Partners Richardson, TX Authorized to work in the US for any employer Work Experience Senior IT Project Coordinator THE INTERSECT GROUP - Dallas, TX March 2018 to Present Execute project plans from start to finish to ensure that the different components of a project remain interlinked. Focus on the component relations to achieve the set goals and objectives. ? Lead teams and ensure that the group has the correct procedure of activities through guidance and streamlining of responsibilities. ? Dedicated multitasker handling multiple IT projects at one time. At any given time handling anywhere from 15-20 or more projects at one time as this is an extremely fast paced work environment using the Agile/Scrum methodology. ? As part of the integration team we implemented a new format in ACE; a cloud based software to improve tracking projects as a whole. ? Communication, organizational and time management skills, used daily to ensure complete transparency of internal process. ? Weekly management status updates to executives and IT leadership to ensure transparency in all projects, as well as daily stand-ups with IT team. Agile Scrum Master/ Project Manager WOUNDED VETERANS RELIEF FUND - Dallas, TX May 2017 to January 2018 Acted as Scrum Master with a focus on guiding the team towards improving the way they work. ? Built and maintained a productive working relationship with the PO and stakeholders. ? Assisted team to remove impediments by understanding the control and release processes. ? Assisted with internal and external communication, improved transparency, and radiated information. ? Provided all support to the team using a servant leadership style and led by example. ? Tracked progress using the burn down chart and effectively communicated team's velocity and sprint then release to all teams and management. ? Facilitated getting the work done without coercion, assigning, or dictating the work. ? Facilitated daily stand ups, sprint planning, and retrospective. ? Updated Agile tracking systems to provide transparency on product and sprint backlogs as well as delivery. Business Operations Manager INSIGHT GLOBAL - Grapevine, TX January 2017 to April 2017 Worked side-by-side with the CEO and ensured a positive company culture. ? Developed and managed contracting teams for multi-party projects. ? Recruited and hired a project manager and implementation team to design new software and implement newly

purchased software. ? Collaborated with senior engineers and executive management for status updates. ? Identified and managed risks, issues, and dependencies. ? Played a key role in updating the HR manual and implemented new policies.

**Director THE LITTLE GYM INTERNATIONAL - Plano, TX July 2015 to May 2016** Performed break down projections of company goals, trend prediction, and projection. ? Generated and measured all sales promotions and monthly sales contests for the location. ? Worked with the VP of Operations to sustain and expand programs and service. ? Tracked all aspects of the new hire process including staffing and metrics reports. ? Managed day to day operations and coordinated daily activities. ? Analyzed data and prepared reports on KPI's.

**Regional Ops Manager/ Project Coordinator DEPIL BRAZIL - Plano, TX March 2013 to April 2014** Analyzed, structured, and maintained monthly P&L reports for multiple locations. ? Handled monthly and quarterly forecasting reports, cash flow income, and expenses. ? Designed and developed a user friendly guide on how to use company Software. ? Conducted comprehensive analyses of Cost Estimate Proposal in order to accurately monitor relevant lines tracking back to project budget with implementation of money-savings methods. ? Created and implemented new policies and procedures to improve the efficiency and operations of the Company as well as prepared and managed annual budgets. ? Acted as a liaison between all departments and personnel. ? Effectively recruited, hired, trained, and coached managers and team members. ? Held the highest employee retention percentage of any team within the Company. ? Managed successful business relationships with peers, contractors, and associates. ? Increased revenue by \$100K in a six-month timeframe by implementing new procedures.

**Operations Manager EUROPEAN WAX CENTER - Dallas, TX October 2012 to February 2014** Maintained detailed financial analysis via ledgers and budgeting. ? Executed creative marketing campaigns via website, distribution of materials, and mailing campaigns. ? Responsible for acquiring, maintaining, and managing new inventory. ? Served in an HR capacity to recruit and train new personnel.

**Product leader/ Operations Manager ZARA INDITEX - Chicago, IL October 2009 to June 2012** Worked alongside the Store manager in managing all areas of daily operations. ? Lived and breathed practicing the business model of agility and flexibility. ? Co-operated with the Stockroom Manager

to ensure orders & deliveries run smoothly. ? Used a "pull model" to avoid over producing, the Kanban system allowed us to order in small batches with clockwork precision twice a week to match the pace of customer demand. ? Focused on a lean supply chain while eliminating waste. ? Market analysis; including customer acceptance & proposal improvements. ? Handled daily tasks and met tight deadlines consistently. ? Handled budgets, sales, hours and goal allocations. ? Daily communication with our corporate office to ensure feedback is received. ? Ensured that the highest level of customer service is provided. ? Implemented all company directives and programs for visual merchandising. ? Communicate and successfully promoted programs aimed at increasing revenue and business.

Education Bachelor's Skills CONFLICT MANAGEMENT, PROJECT MANAGEMENT, BUSINESS CONSULTING, MS OFFICE, SATISFACTION Links

<http://www.linkedin.com/in/emma-elkaichi-08ab545> Certifications/Licenses Certified Scrum Master Agile/ Scrum Master Certified Additional Information KEY SKILLS Agile/Scrum Team Leadership Detail-Oriented Employee Retention Vendor Relations Client Relations Process Analysis Process Improvement Policies & Procedures Budgetary Oversight Analytical Acumen Interpersonal Skills Communication Delegation Team-Oriented Organization Detail-Oriented Issue Resolution Conflict Management MS Office Suite Fluent in French, Arabic Areas of Impact Scrum Master and Project Management ? Completed extensive training in Agile, and is a Certified Scrum Master. ? Dedicated to the Scrum values of Focus, Courage, Openness, Commitment, and Respect. ? Demonstrated ability to lead project teams in efficient and on-time projects. ? Promotes effective interaction between team members to deliver business value. Management and Business Consulting ? Provide inspirational leadership and a positive and productive working environment ? Proactively seek opportunities for improvement through coaching and mentoring ? An energetic motivator who leads by example, well respected for decisive action ? Excellent delegation skills, clear sense of focus, structure, and discipline Customer Focus ? Acts with integrity in customer interactions, thereby ensuring the highest satisfaction ? Establishes and nurtures business relationships with internal and external customers ? Works closely with customers to assess needs and provide appropriate solutions ? Handles all customer issues promptly and provides effective

resolution

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