

# Kirsten Anderson

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## EXPERIENCE AND SKILLS

### Results Driven

- Successfully managed 200+ projects in a calendar year
- Nurtured client relationships and set a standard of excellence which led to more than \$250,000 in revenue

### Communication:

- Acted as 'voice of the client' to define/communicate requirements, update progress and define success to stakeholders at all levels
- Worked independently, yet also as a team member of 7+ departments with multiple directors requiring timely updates and accurate forecasting of project progress and completion

### Leadership

- Mentored direct and indirect reports to improve performance and job satisfaction leading to greater employee retention and increased revenue
- Utilized servant leadership ideology to motivate 5+ departments and stakeholders of all levels to successfully deliver client projects

### Technical Knowledge & Ability

- Acted as the 'go-to' person for multiple departments to troubleshoot aspects of IMS systems
- Collaborated to create and maintain client onboarding documentation leading to increased accuracy of client expectations, 15% higher profit margins through strategic product offering, and larger market share via higher tier quality perceptions

## WORK HISTORY

Chenier & Thompson - Professional Server - 08/2017 - Present  
Kimpton Hotels & Restaurants - Manager - 03/2014-12/2016  
Delece Restaurant & Fig Catering - Staff - 2013-2014  
Lakeview Chamber of Commerce - Manager - 2013-2014  
Glazed Donuts Chicago - Entrepreneur - 2009-2012

## EDUCATION

Certified Associate Project Manager, PMI | Microsoft Office  
Specialist | Web Development Bootcamp, BLOC Javascript with Angular  
& React, Ruby on Rails | BA Journalism, Columbia College Chicago

*Transitioning from hospitality, I am poised to utilize my 10+ years of client relationship experience, along with project management and extensive business skills, to contribute to an organization that values innovation, agility and technical problem solving.*

## KEY SKILLS

Proven ability to lead without authority

Laser focus to identify risks and blockers while maintaining big picture objectives

Systems thinker able to utilize and tailor project management methodology

Technical knowledge of contracts and legal language enabling analytical and strategic resource management