

BRITTNY KASE

CONTACT

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SKILLS

- Strategic Planning and Budget Planning
- Program Development and Implementation
- Planning and Administration
- Mediator/Facilitator
- JIRA Expertise
- Agile methodology
- OKRs, KPIs, HR & Ops Metrics
- Vendor Management and Supply Chain

OBJECTIVE

Ensure effective operation of the organization including processes to monitor business plans, operational controls, HR metrics, project delivery, and KPI tracking. Preparation and presentation of executive-level meetings. Build and run planning sessions, while demonstrating excellent oral and written communication skills. Consistently prove commitment to employees and dedication to employer, as well as the ability to understand and balance the needs of each.

As a technology professional with more than 12 years of experience, I thrive on resolving challenging problems within fast-paced environments. Regarded as a strong collaborator, facilitator, and recognized for building excellent rapport with peers and leaders. I excel at measuring and analyzing operating data and service procedures, while reporting to the C-Suite.

EXPERIENCE

Chief of Staff

Nelco Media, Inc. | 2020 - 2021

- Analyze process workflow, employee and space requirements, implement operational changes
- Manage relationships with key operations vendors
- Continuously test and pilot new ways of working that result in improved customer experiences
- Partner with leadership to recommend, research, and implement new approaches, policies, procedures, and tools with a focus on scaling the organization
- Process financial reconciliation and regulatory reporting

Chief of Staff / Delivery Manager

Pearson | 2017-2020

- Identify and prioritize opportunities for systems redesign in order to drive business outcomes and achieve service and delivery goals
- Implement framework for service owners to establish goals and OLAs
- Manage the KPI collection process to report to the executive team
- Introduction and establishment of OKRs to implement in quarterly planning
- Experienced in working with Governance, Risk, and Compliance
- Collaborate with application owners, infrastructure leaders, security specialists, and service providers to deliver security services to clients
- Integrate Agile framework including daily standups, sprint planning, and RCA sessions
- Define and establish both business and functional level requirements, user stories/use cases
- Orchestrate vulnerability and penetration testing schedules among AWS clients
- Daily reporting of applications using various DAST and SAST tools
- JIRA dashboard administrator and Subject Matter Expert for the Information Security team

BRITTNY KASE

Executive Assistant Rackspace | 2009–2015

- Maintain calendars, plan and book international travel for the executive leadership team of six
- Coordinate vendor services and staff communication for internal and external meetings, events, and conferences
- Responsible for logistics, vendor relations, and collaboration with supply chain
- Manage special projects for the executive team including vendor negotiations, reservation management, and the creation and distribution of event publicity and internal engagement
- Anticipate executives' needs and proactively engage the appropriate internal resources to support the management and oversight of business and operations objectives
- Create and maintain internal Wiki pages to allow for seamless status updates and efficient communication of process implementations and changes
- Maintain open lines of communication with executives, management, and administrative staff
- Effectively build and sustain cross-department relationships with Legal, HR, Supply Chain support, Accounting, and IT