

## Cynthia Colas

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### EDUCATION

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**Florida State University (FSU)**, Tallahassee, FL

*First Degree: Bachelor's of Science-Marketing*

Achieved: Dec 2019

**Florida Atlantic University (FAU)**, Boca Raton, FL

*Associates of Arts Degree*

Achieved: Dec 2016

#### Additional Courses

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The Complete Product Management Course (Top Rated on Udemy), Become a Product Manager | Learn the Skills & Get the Job (Top Rated on Udemy), Agile Project Management Foundations LinkedIn learning, The Web Developer Bootcamp (Udemy), UX & Web Design Master Course: Strategy, Design, Development

### CERTIFICATIONS

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- Certified Scrum Master (Credential ID:1104131), ITIL v4 Foundation (Credential ID:GR671054989CC), COBIT 5 Foundation (Credential ID:GR692008678CC), Safe Agilist 5.0 (Credential ID:59752561-4144), Prince 2 (Credential ID: GR656153042CC), Comptia Security + (Candidate Id: COMP001021541270), Hubspot Inbound Sales, Hubspot Social Media Marketing

### SKILLS

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|----------------------|---------------------|--------------------------|
| • Scrum              | • Jira              | • Axure                  |
| • Waterfall          | • Trello            | • Slack                  |
| • Kanban             | • UI/UX             | • Balsamiq               |
| • Product Management | • Kanban            | • Adobe CC               |
| • Project Management | • Microsoft Office  | • Business Case Analysis |
| • Program Management | • Customer-Oriented |                          |

### WORK EXPERIENCE

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**Aha!** Sep 2020-Nov 2020

#### Remote Product Manager Fellow

- Accepted into 8-week product management fellowship/training program.
- Expected to attend weekly online seminars, receive mentorship, and participate in small group projects.

**Tesla, Fremont, CA** Jan 2020-Apr 2020

#### IT Engineering Operations-Project Manager Intern

- Managed multiple projects to support the Information Technology Products Engineering Programs from start to finish.
- Assisted with projects and programs task assigned by Project Managers, Program Managers, and Management team.
- Hosted daily scrum meetings, sprint retrospective meetings, and spring planning meetings.
- Helped remove organizational impediments and blockers identified by the team.

**Amazon.com** Oct 2018-May 2019

#### Work from Home College Experience Agent

- Provided customer service and technical support customers over the phone, chat, and email, specifically troubleshooting.
- Provided prompt, efficient, detailed, customer-oriented service to Amazon.com customers.
- Acted as an advocate for our customer, reporting and acting on observed areas for improvement.

**United States Democratic Caucus, Washington D.C** May 2018-Jun 2018

#### Summer Legislative Intern

- Provided constituency outreach support to Democratic Members of Congress and their staff.
- Supported the Operations team in preparing Caucus events and answering phones.
- Attended relevant congressional briefings and press conference meetings.

**Florida House of Representatives, Tallahassee, FL** Jan 2018-Mar 2018

#### Spring Legislative Intern

- Provided assistance to the chief of staff of State Rep. Lee from Port Saint Lucie.
- Created drafts and scripts for interviews and hearings scheduled for State Rep. Lee.
- Worked closely with other interns and assistants on tracking bills and committee hearings.

**Bloomingdales, Boca Raton, FL** Apr 2016-Nov 2016

#### Sales Specialist

- Built and maintained clientele relationships with customers on a daily basis.
- Drive overall selling results by consulting with new customers and connecting with returning customers.
- Created new arrangements that increase customer experience and product interest through merchandise flow and service and selling behaviors.

#### AWARDS AND HONORS

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- Selected as an scholar for Women in Product Conference (2020)
- Attended the Black is Tech Conference and Girls in Tech Conference (2020)
- Selected as a Jopwell scholarship attendee for Forbes Under 30 Conference (2018)
- Selected as one of the few nominees for the FSU Women Student Union's Legacy Award (2018)
- Appointed by the President of the National Organization for Women as a member of the national board member of the National Organization for Women Young Feminist Taskforce (2017)
- Selected as a participant for the Florida State University Women Leadership Institute (2017)
- Launched the revitalization of the Florida National Organization for Women Young Feminist Taskforce (2017)
- Selected for a scholarship ticket to attend the National Organization for Women Conference (2017)
- Attended the National Association for the Advancement of Colored People Conference (2017)

#### ACTIVITIES

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|--|--------------------|--------------------|
| • Tesla Internship Committee                             | Appointed Leader   | Feb 2020-Apr 2020  |
| • Women at Tesla   | Member             | Jan 2020- Apr 2020 |
| • City of Tallahassee's Commission<br>of Women and Girls | Appointed Official | Aug 2019- Jan 2020 |
| • Women in Product                                       | Member             | Sept 2020-Present  |
| • Scrum Alliance   | Member             | Aug 2020-Present   |
| • Women in Agile   | Member             | Aug 2020-Present   |