

Danielle M. Thielman, MBA

PO Box 85
Manorville, NY 11949

www.DanielleThielman.com

C: 631-204-8047
daniellethielman@gmail.com

Core Competencies

Project Leadership
Strategic Planning
Organization
Client Relations
Process Improvement
Negotiation
Decision Making
Problem Solving
Conflict Management
Adaptability

Education and Professional Development

2007 Cornell University
**Executive Leadership Certificate

2004 University of Phoenix
*MBA

1999 Regis College
BA Communication/
BA Graphic Design

Languages

Native – English

Leadership/Volunteer

Board Director
People Making a Difference
2007- Present

Vice President
Regis College Class of 1999
1997-Present

Executive Committee
Regis College Annual Fund
2006-2006

Co-founder
Regis College Evolution Committee
2005-2006

Trainer/Mentor/Participant
Train to End Stroke
(American Stroke Association)
2003-2006

Caucus Member
Regis College Class of 1999
1996

PROFILE

- **PMP Candidate**
- **CSM Candidate**
- **Successfully managed 12MM+ projects resulting in increased revenue, cost savings and customer satisfaction**
- **Comprehensive experience in client relations**
- **Demonstrated success at building and implementing strategic business processes**
- **Proven ability to lead with a results-orientated, innovative and creative approach**
- **Experience in multiple industries including Internet, ecommerce, Banking, Healthcare and Entertainment**
- **Open to full and part time remote contracts ranging from 3-24 months**

PROFESSIONAL EXPERIENCE

INDEPENDENT CONTRACTOR/CONSULTANT, Manorville, NY

Project Manager, Business & Technology Project Management
11/2010 – Present

- Business Line Project Management, Banking
- Requirements gathering, planning, delivery, stakeholder management, deadlines, processes and procedures, meetings, documentation, change controls
- SDLC including reporting through the central PMO
- 3rd Party vendor and affiliate relationship management

MINDSHIFT, Commack, NY / COMPUTER ASSOCIATES, Islandia, NY

Program/Project Manager, Application Development / Worldwide eCommerce
4/2008 – 11/2010

- Program Management role with a series of Project Management, Project Planning, Quality Assurance, Business Solutions Consulting and Business Requirements Gathering responsibilities for offsite company client (CA)
- Responsible for gathering, describing and writing business requirements that ultimately improve the customer business process.
- Wrote a series of business documents while consulting with the customer on a global scale
- Performed post-implementation reviews of systems with customers/users
- Liaison between vendor contacts, user community and consulting business
- Identified, assessed and recorded business needs, recommending priorities and advising business on options
- Analyzed new business requests against existing processes to create high-level business requirements
- Ensured adherence to quality standards during all stages of production

MONSTER WORLDWIDE, Maynard, MA

Project Manager, Servicing eBusiness/eCommerce
2/2007 – 8/2007

- Worked closely with Business and Product Managers to develop a full set of online customer management and support capabilities resulting in improved products and applications to support several business segments and improve customer satisfaction.
- Managed 10+ projects (\$12M+) from concept to implementation on time and under budget resulting in increased revenue and customer satisfaction.
- Organized and facilitated relationships between business and vendors implementing new technologies and applications.
- Performed customer research and analysis to identify the online support needs and desires of Monster's eCommerce customers and performed market analysis to define "best in class" online customer support standards and drive company to exceed those standards resulting in increased customer satisfaction and projected increased revenue of 12M+.
- Worked closely with the company's Customer Services organization to develop and rollout customer service programs aimed at eCommerce customers and to identify the most important customer service issues, and collaboratively develop online solutions.
- Pioneered an intranet portal for department as a means of communication to other businesses within the company. Rollout included personalized branding, analytics, and access to project documentation resulting in

Conferences

The North American Conference on Customer Management (NACCM)
2006

The Women's Conference, CareerTrack
2006

The Conference for Women, SkillPath Seminars
2006

What people are saying...

"Danielle worked for me at Monster and was a leader in every sense on my team. She is detail oriented and gets the job done. Danielle keeps to schedules and follows up on all her projects. I never had to worry about any projects she was managing. She is an asset to any team."

-Manjari Saha, Sr. Director, Servicing eBusiness,
Monster Worldwide

*

"I have known Danielle for over 10 years. She has a tremendous amount of drive and enthusiasm for her work. Her professionalism and personal ethics are admirable."

-Nicole Merrill, Senior Business Development
Specialist, Veritude

*

"Danielle strives for excellence in the workplace. Her team oriented mind set and commitment to quality service enable her to accomplish extremely challenging projects. Danielle has the ability and vision needed to manage new and changing events/projects in a fast paced environment. She would be a very valuable member to any organization."

-Allen Duquette, Senior Technical Support Specialist,
Partners Healthcare System-McLean Hospital

*

"Danielle is a good communicator, turns jobs around quickly and provides quality results. It is a pleasure working with her."

Top qualities: Personable, Good Value, On Time
-Peter Spellman, Director of Career Development at
Berklee College of Music

*

"Danielle is an innovative leader who consistently uses her creative instincts to explore new initiatives. Over the past 12 years I have been thoroughly impressed with her passion, dedication and willingness to go the extra mile. Danielle is a bright and dependable woman with an entrepreneurial spirit. I have seen Danielle use her dexterity in project management, life cycle oversight and outcome assessments. Danielle's ability to manage a variety of tasks at once makes her a valuable asset to any team."

-Kelly Moran, President, Class of 1999, Regis College

BENCHMARK ASSISTED LIVING, Wellesley, MA

Customer Relations Specialist

12/2004 – 1/2007

- Created, designed, implemented and managed company Customer Relations processes, policies and standards, and all customer feedback mechanisms, and reporting.
- Successfully launched a formal customer satisfaction surveying process for 43 locations resulting in better business processes, improved customer relations and development of overall business strategy.
- Implemented company's first CRM solution resulting in improved business strategy, process, organization and customer relations.
- Co-designed and launched the company's first customer service training course for firm's university.
- Managed all company photography and administered data and imagery for 43 Communities.
- Assisted in the development of company's first purchase order system and managed process for 43 locations company-wide.

Executive Assistant to COO

2005 - 2006

- Developed and managed company website and all site maintenance.
- Negotiated vendor rates with estimated savings of \$15,000 + for 2006.
- Worked directly with Senior Leadership Team and top level executives in day-to-day operations facilitating strategic processes developed by senior leadership.
- 2006 Executive Director in Training nominee.

Sales and Marketing Associate

12/2004 - 2005

- Acted as the primary liaison to sales professionals in the field supporting 43 locations.
- Built a communication bridge between Sales and Accounting enabling an efficient invoice management process.
- Managed and created model apartment design resulting in increased sales.

PARTNERS HEALTHCARE / MCLEAN HOSPITAL, Belmont, MA

Help Desk Technician

5/2002 – 12/2004

- Acted as a desktop software resource to hospital staff by Triaging problems to determine severity, complexity, and urgency
- Launched hospital's first Help Desk database resulting in increased organizational flow, data accuracy and customer satisfaction.
- Managed hospital-wide telephone billing, pager administration and telephone directory
- 2003 Partners in Excellence Award/PeopleSoft Implementation.

FIRST ACT INC., Needham, MA

Network Administrator

9/1999 – 4/2002

- Successfully designed and launched and ran company's first IT department. Responsible for managing company network as well as desktops, laptops, printers, PDAs and phone system. Responsible for capacity planning and security planning. Responsible for managing hardware, software, licensing, and purchasing for all IT needs company-wide.
- Oversaw and successfully implemented Windows NT to Windows 2000 migration.
- Created implementation processes, IT processes and procedures, and IT/HR confidentiality processes
- Launched computer training programs for new hires and orientation processes and designed company IT handbook policies.

Graphic / Web / Print Designer

9/1999 – 12/2001

- Designed, launched and maintained several generations of company websites.
- Designed logos, packaging, catalog sheets and layouts for company product.
- Trained incoming employees in multiple positions including administrative, reception, and information systems.

ARTIST DEVELOPMENT ASSOCIATES, Framingham, MA

Booking / Promotions Agent

5/1995-9/1999

- Booked shows nationally for Boston area folk artist.
- Created various promotional material including postcards, press releases and signs and distributed promotional materials nationally.
- Generated and managed leads and booking contacts.