

CLAIRE BRUDNER

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2606 Wilson St. Apt 202 Austin, TX 78704 · (832) 444-7652

EDUCATION

The University of Texas at Austin	Bachelor of Liberal Arts, Health and Society Minor: Pre-Health Professions Certificate Overall GPA: 3.66/4.0; University Honors	May 2019
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PROFESSIONAL EXPERIENCE

Senior Project Manager , <i>Laminack, Pirtle, & Martines, LLP</i>	June 2023-Present
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- Lead and supervise a team of website designers, developers, and SEO specialists to meet specific company requirements
- Facilitate regular production meetings to monitor project progress, address challenges, and keep stakeholders informed
- Integrate AI technology into content production processes, significantly enhancing the efficiency of our marketing initiatives
- Provide consulting expertise to optimize internal business processes, resulting in improved overall efficiency
- Collaborate closely with the firm's founding and managing partner to formulate an effective marketing strategy
- Maintain ongoing communication with third-party vendors responsible for marketing production

Senior Project Manager , <i>Scribe Media</i> ; Austin, Texas	Feb 2022-May 2023
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- Managed 90+ projects concurrently, making up a combined \$6M+ block of business, from ideation to completion
- Managed cross-functional teams, including 5 internal departments and freelancers, with up to 20 contributors per project
- Maintained communication with clients across all projects, ensuring all their expectations were met or exceeded
- Provided continuous feedback and conducted beta tests across departments to optimize product offerings
- Independently managed the company's first translation service by collaborating with third party vendors, monitoring project budget and documenting process for future implementations
- Recognized for efficiency in timelines and highest client satisfaction ratings, assigned to work with high-profile clients
- Conducted data analysis across projects to identify trends, propose solutions, and optimize budget allocation

Operations Team Lead , <i>Next Insurance</i> ; Austin, Texas	Nov 2020-Jan 2022
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- Managed and coached teams of 15+ Insurance Advisors to achieve rigorous KPIs
- Conducted regular 1:1 and team meetings to align with individual, team, and company goals
- Resolved escalated client cases related to technical, product, billing, and servicing issues
- Collaborated cross-functionally with compliance, product, engineers, and legal teams for effective client service and product launches
- Assisted in developing quarterly OKRs and action plans, reporting metrics to Operations Managers and VP of Operations
- Mentored direct reports resulting in 4 promotions to specialty teams within 6 months
- Contributed to process updates resulting in 18% increase in cases resolved in 1 business day

Insurance Advisor , <i>Next Insurance</i> ; Austin, Texas	Jan 2020-Nov 2020
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- Assisted active and prospective clients with insurance applications, coverage questions, and policy servicing
- Conducted troubleshooting measures for technical bugs and flagged issues to engineering team
- Provided regular feedback to Team Leads and Product Managers based on client interactions
- Maintained excellent resolution time, quality assurance and client satisfaction

ADDITIONAL INFORMATION

Skills: Proficient in Google and Microsoft Office Suites; AirTable, ClickUp, Slack, Salesforce, Zendesk, Jira

Interests: Mixed Media Art, Creative and Analytical Writing, Travel, Web Development and Coding