

# Oyudari Baatartsogt

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## Work Experience

### FuseLab Creative LLC

Tysons, VA

#### *Project Manager*

January 2019 – Present

- Create project/product scope of work by researching strategic business drivers and market trends, write and prioritize product backlogs, and documentations.
- Help develop project/product solution by planning sprints and resource availability in collaboration with team members. Lead the exploration, research, and design of technical solutions from user experience perspective.
- Facilitate and coordinate project/product implementation by tracking product/sprint backlogs, leading daily scrums, examining and resolving impediments.
- Make sure that the design and development teams are in the state of flow and do not have any outside interference and are able to focus on delivery.
- Develop and monitor budget, implement cost-saving actions.
- Ensure that release plan matches reality by closely monitoring scope/schedule creep.
- Manage client relationships and expectations, on-board and present for clients, communicate regularly with clients, and champion client success during and after the project.
- Consult clients regarding market release strategy and develop product goals.
- Coach the design and development teams on agility and spread knowledge.
- Lead sprint reviews and retrospectives for continuous improvement. Use Key Performance Indicators and client feedback for improvement.
- Contribute to Business Development efforts by identifying new business opportunities, writing and editing proposals, presenting for prospective clients.

### Social Impact Inc.

Arlington, VA

#### *Business Operations and Security Services Assistant*

September 2017 – December 2018

- Primary responsibilities included support for international projects, corporate governance, business analytics, and process optimization.
- Managed creation of a 150-page field office start-up manual to guide the company's long-term projects in foreign countries.
- Ensured Social Impact's compliance with local law and regulations by supporting the legal registration in complex environments such as Indonesia, Haiti, and Guinea.
- Supported field office staff hiring process by drafting job descriptions and employment/consultant agreements. Closely worked with local legal counsel to ensure that agreements are legally compliant.
- Drafted RFPs for travel and visa processing agencies. Edited Travel Authorization Form and Safety and Security Manual to improve the efficiency of the travel process.
- Directly supported the Executive Office and enhanced Social Impact's corporate governance by drafting, maintaining, and executing legal documents (i.e. Delegation of Authority, Power of Attorney, Resolution of the Board).
- Ensured compliance with USG regulations in project procurement, entity legal registration abroad, field office staff hiring, and household item shipment.
- Processed and documented invoices, tracked monthly payments to subcontractors, and worked with the Contracts team to ensure selection memos, purchase orders, and background checks are in place.
- Managed reports received from the Contractor Performance Assessment Reporting System (CPARS). Performed data analysis as needed for the Executive Vice President/Chief Operating Officer.

- Streamlined the process of data collection, clean up, and analysis of the quarterly Corporate Balanced Scorecard. Utilized data management and visualization tools such as SharePoint lists to create insightful dashboards and presentations for the Executive Office and all staff.
- Improved the efficiency of existing business processes by creating automatic flows using Microsoft Flow, Microsoft Forms, and SharePoint. Overhauled the old business processes by eliminating the use of paperwork and email attachments.
- Using SharePoint expertise, created sites, lists, apps and libraries to enhance knowledge management and to support corporate priorities such as the company strategy.
- Exercised effective financial oversight of the division's budget through careful monitoring of the projected versus actual expenditure resulting in 25% savings. Reduced annual software license cost by 50% by overhauling the old process.

### **American Refugee Committee**

Minneapolis, MN

#### *Global Operations Intern*

January 2017 - May 2017

- Supported risk management and compliance function by monitoring field office procurement and lease processes and assignment of Delegation of Authority for high dollar/high risk purchases and contracts.
- Performed quality assurance on project related documents, grant funded program reports, and other donor obligations.
- Tended to the operational needs of the field offices and built their capacity through tools such as One Drive and SharePoint.
- Led the customization of e-learning platform to support ARC's training of the trainee program for operations staff using the Articulate Storyline (foundational e-learning-authoring program for instructional designers).
- Collaborated in the design and governance of the Global Operations/Logistics site on SharePoint.

### **The Office of Measurement Services**

Minneapolis, MN

#### *Supervisor*

September 2014 - September 2015

- Conducted a variety of household/individual surveys over the telephone throughout the U.S.
- Solved technological and participant related problems during the work shift and produced shift reports for the project managers.
- Entered, edited, and coded participant responses into a computer database.
- Protected Personally Identifiable Information (PII) through de-identification process and facility security protocols.
- Monitored telephone interviews for quality assurance on CATI system.
- Supervised up to 10 callers per shift and managed staff schedules.
- Trained callers to use the CATI system.

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### **Skills & Certifications**

- Certified Scrum Master (CSM)
- Asana, Jira, Salesforce
- Adobe Indesign; UX/UI knowledge and skills
- Articulate Storyline
- E-commerce and online payment system knowledge
- Fluent (Read, Write, Speak) in Mongolian & Russian; learning Spanish
- Microsoft Office, Microsoft Project, Flow, Forms, Visio, SharePoint

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### **Education**

**University of Minnesota;** Humphrey School of Public Affairs

Minneapolis, MN

Master of Arts in International Development and Economics (Public Health Minor)

May 2017

**University of Minnesota**

Minneapolis, MN

Bachelor of Arts in Psychology, Honors Program: Summa Cum Laude

May 2015