

Kelsey Pedrick

 (404) 457-9277

 kelsrborn@gmail.com

 Alpharetta, GA 30004

PROFESSIONAL SUMMARY

Analytical and results-driven Technical Program Manager with extensive experience in IT project management, technical integrations, and process optimization. Proven ability to lead cross-functional teams, manage multiple high-impact initiatives, and drive business objectives through data-driven decision-making. Adept at aligning technical programs with strategic goals, ensuring seamless execution, and fostering collaboration between engineering, product, and business teams.

SKILLS

Cross-Functional Team Leadership (Engineering, Product, Stakeholders)

Program & Project Management (Agile, Scrum, Kanban)

Data Analysis & Reporting (SQL, Tableau, Power BI)

Stakeholder Communication

Process Optimization & Automation

Risk & Quality Management

Cloud & DevOps Familiarity (AWS, CI/CD Pipelines)

Technical Integrations & System Implementations

EXPERIENCE

SENIOR IT PROJECT MANAGER, Cumming, GA
Orange, February 2018–Present

- Led sprint planning and retrospective meetings, ensuring that scrum processes were followed while maintaining a focus on delivering high-value features on time and increasing on-time feature delivery by 65%.
- Managed a portfolio of over 15 IT projects, ensuring 100% compliance with business objectives and KPIs.
- Collaborated with cross-functional teams including developers, designers, and stakeholders to ensure project success.
- Conducted regular status meetings which involved providing project updates to all stakeholders.
- Developed and led end to end user acceptance testing processes, identifying 95% of defects pre-launch, reducing post-release issues.
- Designed training programs for users on new systems or software applications.
- Strong knowledge of database design, implementation, and maintenance, including performance optimization, security, and scalability.
- Defined and maintained product backlog, ensuring alignment with business objectives and user needs while facilitating clear communication between stakeholders and development teams for all ongoing IT projects.

- Experience working in a variety of frameworks and platforms including MySQL database, iOS and Android apps (Flutter and Native), e-commerce sites (Shopify), CRM (Hubspot), custom Laravel projects, Javascript, Wordpress, and Sanity.

SENIOR BILLING ANALYST, Roswell, GA

Optomi, September 2015–February 2018

- Spearheaded billing process automation, reducing manual errors by 40% and increasing accuracy.
- Analyzed billing data and identified trends, discrepancies, and anomalies to resolve issues as necessary, recovering over \$500K in potential lost revenue.
- Collaborated with cross-functional teams including sales, human resources, and customer service to address customer inquiries and resolve billing-related issues.
- Created and maintained documentation related to the billing process, including procedures, policies, and guidelines.
- Led initiative to implement a new back-office platform for billing, invoicing, expense tracking, onboarding, and documentation, decreasing processing time by 35%.
- Maintained detailed records of customer accounts including payment history, contract terms, product usage, credit limits, and other data related to billing transactions.
- Provided technical support in resolving system-related issues impacting the accuracy of customer invoices.

PROCESS IMPROVEMENT ANALYST, Atlanta, GA

The Weather Channel, May 2015–September 2015

- Identified inefficiencies in processes, reducing processing time by 30% through automation within the Accounting and Finance department.
- Documented business requirements that led to a 20% improvement in reporting accuracy.
- Assisted in creating policies and procedures documents based on best practices which improved quality standards across all departments within the organization.
- Identified system gaps that impacted operational efficiency and proposed innovative solutions to address them.
- Conducted interviews and surveys to gather feedback from users on process improvements.
- Developed process documentation with flowcharts, diagrams, and other visual aids for better understanding of the processes.
- Recommended suitable technology solutions that would enable automation of manual tasks resulting in significant cost savings.
- Provided training for personnel on how to use newly implemented systems or processes.

SENIOR OPERATIONS ASSOCIATE, Atlanta, GA

Sapient Nitro, August 2013–May 2015

- Managed daily operations activities including scheduling, inventory control, order processing, shipping and receiving, and customer support.
- Maintained accurate records of all transactions related to operations functions such as orders, inventory levels, shipments.
- Analyzed financial data to identify areas of improvement in operations and profitability.
- Provided training to new staff members on operational procedures and processes.
- Developed and maintained effective relationships with internal and external stakeholders, while ensuring high-quality customer service.
- Implemented quality assurance standards across all departments to ensure compliance with company policies and procedures.

- Maintained accurate and updated customer information within CRM system with over 90% accuracy rate.

EDUCATION

BACHELOR OF SCIENCE (B.S.) IN NUTRITION AND FOOD SCIENCE, Statesboro, GA

Georgia Southern University, May 2013

CERTIFICATIONS

DISCIPLINED AGILE SCRUM MASTER (DASM)

Project Management Institute, July 2022

(credential ID 3267037)

REFERENCES

References available upon request