

# Samantha N. Knudsen

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## SUMMARY

A hard-working professional who provides excellent customer service and communication in an everchanging industry. Always looking to grow my skillset and knowledge in making better processes to maximize efficiency. Working in the project management field has allowed me to gain knowledge working heavily in Confluence, JIRA, and well as Salesforce. I strive for success as well as maintaining an open line of communication for all stakeholders involved.

## EDUCATION

Buena Vista University, Storm Lake, IA  
Bachelor of Arts, Business Management and Sales

May 2015

## WORK EXPERIENCE

*Carvana LLC., Phoenix, AZ*

June 2016 – Present

### **Construction Assistant Project Manager, Infrastructure Development (October 2019 – present)**

- Create and maintain effective processes that can be adapted by all areas of the team preparing for the launch of a new facility
- Manage projects from entitlements, design, and construction to allow a smooth hand off to operations
- Communicate with internal and external stakeholders to ensure that the vision is being received and built accordingly
- Collaborate with corporate leaders to fine tune the needs to scale the company quickly yet keeping cost at the forefront
- Maintaining great time management by prioritizing all needs across all projects
- Analyze project budgets to ensure that all funds are accounted for as well as looking to the future to see if any problems arise

### **Expansion Team Lead (April 2018 – October 2019)**

- Developed, trained, and managed the Expansion team to support the growth of the company through 100% travel to markets without established teams
- Led a bi-weekly meeting with all team managers to ensure every step from acquisition to launch would run smoothly
- Created pages within Confluence to manage the launch of a new site from start to finish
- Communicated and built relationships cross functionally to sustain market growth and needs

### **Expansion Advocate (May 2017 – April 2018)**

- Brand ambassador for Carvana; promoting company values and business model
- Launched (3) markets (Phoenix, AZ/Kansas City, MO/San Jose, CA) and supported existing markets while also working to implement and standardize processes and systems, increasing consistency and efficiency company-wide
- Mentor for incoming Expansion Advocates to help train and provide long term assistance for difficult situations that may arise
- Performed well under first-time, changing, or complex conditions

- Easily was able to adapt and move in many directions and play different roles

**Customer Advocate (June 2016 – May 2017)**

- Responsible for building outstanding customer experiences by explaining our unique process about “the better way to buy a car!”
- Assisted the training team with developing and coaching new advocates
- Assisted on our Direct Delivery Team, which consists of working with logistics to get customers outside our local delivery zones a delivery on time and with outstanding service
- Worked in ever changing start up environment and comfortable with ambiguity

*Kforce, Inc., West Des Moines, IA*

June 2015 – June 2016

**Recruiter**

- Experience with CRM systems, cold calling, and face to face interviews
- Maintain an average of 250 outbound calls per week
- Identify top talent to provide to local clients
- Coordinate with other sales teams to further qualify new positions
- Create a network by attending groups and events to partner with local representatives to add at least 4 net new connection each week

*Kings Pointe Regatta Grille, Storm Lake IA*

Sept. 2012 – May 2015

**Server**

- Delivered outstanding customer service to hotel and convention guests
- Upselling of food and beverage to enhance sales and revenue totals
- Managed money and sold merchandise, record inventory, regularly balance register

*Buena Vista University, Storm Lake IA*

Feb. 2014– Sept. 2014

**Orientation Director**

- Co-managed hiring, scheduling, and training programs for student orientation team
- Designed and implemented events for new incoming students
- Recipient of Student Leadership Award

*Buena Vista University Admissions, Storm Lake, IA*

Sept. 2011-May 2015

**Assistant Office Manager**

- Demonstrated attention to detail through data entry
- Assisted with organizing campus visits for prospective students
- Accurately updated detailed records in a data management system