

NIKKI PETERSEN

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PROFESSIONAL SUMMARY

- Intensely curious and rapidly iterating human being.
- Energetic professional with 15+ years experience in the medical field, 5 years experience in process improvement, and 5 years experience in leadership. Skilled communicator adept at team development, innovative ideas, and gaining useful insights. Adept at learning new skills and working cross-functionally with both technical and non-technical groups.

PROGRAMMING LANGUAGES / TECH

- Python
- SQL
- HTML5
- CSS3
- JavaScript
- GitHub (piknikki), WebStorm, Slack, paired programming
- Variety of hospital software programs (Epic) and equipment, electronic medical record systems
- Comfortable learning new programs, platforms, and utilities

EXPERIENCE

Donation Center Manager, A Precious Child

11/2017 - 5/2018

- Facilitated daily stand-up meetings with teams of 5-60 volunteers, acting as a Servant Leader to multiple self-organizing teams managing multiple concurrent projects, providing support and mentoring to achieve and surpass established daily and monthly goals.
- Utilized Scrum, Lean, and Agile methodologies to continuously improve processes, to increase monthly productivity by 23% and improve quality by 18%.
- Managed multiple warehouses and multiple cross-functional teams, with rapidly shifting priorities — adjusting quickly to changing resources and delegating workloads appropriately to maximize efficiency.
- Constant improvement of team dynamics and performance, with organization-wide coordinated collaboration and diplomatic stakeholder management.

Independent Coach and Entrepreneur

1/2016 - 10/2017

- Empowered clients through coaching, to achieve best work as entrepreneurs and double income. Helped clients with a variety of skills, including content marketing and business strategy.
- Provided guidance, support, and mentoring to clients, applying Lean and Agile business principles to entrepreneurial endeavors so that clients could overcome impediments.
- Blogged, maintained a website, and self-published a book.

Business Analyst/IT Project Manager, Ralph Henderson

1/2006-5/2013

- Contract Business Analysis and Project Management for the CEO of multiple small software companies.
- Developed functional business specifications for new software products and projects, and business analysis in the acquisition of new companies.
- Worked closely with the CEO on multiple day-to-day aspects of the business, spanning strategic planning, leadership team coordination/follow-up, and cross-functional initiatives, to grow businesses from struggling to profitable.

President, Boulder County Parents & More

3/2007-12/2009

- Led teams in 501c3 organization to improve processes and optimize member benefits.
- Managed annual budget of \$60k, focused on stakeholder interests.
- Implemented new branding campaign and new website.
- Implemented professional point of sale and seller CRM systems for consignment sale, to better track sales and fees.

EDUCATION**Scrum Alliance** / Mike Cohn - Certified Scrum Master

2018

Regis University

Master of Nonprofit Management — emphasis on Leadership

2015

Metropolitan State University

BS in Chemistry & Criminal Law

1998

PROFESSIONAL SKILLS

- Process Improvement
- Agile Methodology, Scrum framework
- Knowledge of Agile metrics, Kanban, Lean, XP
- Leadership
- Team Collaboration
- Facilitation
- Business Analysis
- Project Management
- Microsoft Office, Google Suite

LIST OF REFERENCES

Nichole Karpinsky, colleague
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Gabrielle Fuqua, colleague, personal friend, successor as President of 501c3
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