

# TESSA HUSEMANN

## MANAGEMENT GENERALIST

### SKILLS

Team leader, collaborative problem solver. 6+ years of experience in program management and operations. Strong writing, presentation, and relationship-building skills. German-American. Quadrilingual.

### EXPERIENCE

#### OPERATIONS MANAGER

Project Sentinel, Santa Clara, CA / Oct 2016 – Jun 2021

Operational lead for a team of 18. Recruited, trained, and supervised staff.

Responsibilities included managing external relationships for 15+ contracts with jurisdictional staff for local counseling and mediation programs, ensuring contract goals were met, reviewing work performed and assisting with complex issues, reviewing invoices, preparing reports, drafting proposals for grants and local funding.

Built strong relationships with staff and bench officers at Santa Clara Superior Court that lead to increased court programs collaboration between the Court and Project Sentinel. Created the Unlawful Detainer Mediation Program in 2016 as a day-of-court service available to litigants facing eviction. Added additional dispute resolution services in 2019 for Civil Harassment/Elder Abuse and Small Claims litigants.

Built a team of 45 volunteer mediators. Recruited members, provided training in mediation and civil law, organized events, managed outreach, and authored reference material.

#### MANAGEMENT CONSULTANT

*Blue Beyond Consulting, San Francisco Bay Area, CA / Aug 2015 – Sep 2016*

Trained new hiring managers and organized global onboarding events for a multinational corporation. Composed and designed a strategic plan for a California university. Wrote internal company stories and employee spotlights for an American multinational software company.

#### VOLUNTEER MEDIATOR


*Mozilla, San Francisco Bay Area, CA / Feb 2015 – Jun 2015*


Provided mediation and facilitation services while waiting for my work permit. Global facilitator for Mozilla's Diversity & Inclusion Program.


*Santa Clara and Alameda County Superior Courts, San Francisco Bay Area, CA / 2013 - 2015*

Mediated ~150 civil cases for Santa Clara and Alameda County Superior Courts. Trained new mediators through various local mediation certification courses.

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### EDUCATION

#### M.A. Mediation and Private Law

Université Lyon II, France  
2012 - 2014

#### B.Sc. Urban Planning

Technical University Berlin  
2008 - 2011