

# Vaughnel Fletcher, CSM

## Scrum Master, Project Manager

### Contact

Los Angeles, CA

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### Education

Thinkful, Technical  
Project Management  
Immersion 2020  
(Remote)

Arden University – BA  
Business  
Administration

### Certifications

CSM (Certified Scrum  
Master, Scrum  
Alliance)

### Experience

#### Contiki, Cypress, CA

##### *Business Development Manager, November 2019 – July 2020*

- Facilitated sprint planning for new product and promo pushes.
- SaaS: Experienced with Salesforce
- Served as a servant leader for our cross-functional sales team affiliate partnerships program.
- Function as an enabler to remove impediments and identified areas of waste to keep the team working at the highest level possible.
- Identified and developed strategic opportunities within relevant corporations, business, professional organizations, schools, or other entities aligned with Contiki's key consumer markets.

#### Great Rail Journeys, New York, NY

##### *Sales & Service Specialist, April 2018-November 2019*

- Led and influenced sales development and operations teams through scrum.
- Worked closely with VP of Sales & Operations to define scope, gather requirements, and remove impediments.
- Enhanced success of advertising strategies by boosting engagement through social media, online promotions, experiential events with companies such as TravelZoo, Travel Weekly, NY Times.
- Successfully generated \$600,000 USD in TTV for 2019.
- Serviced existing US & Canadian vendor accounts regularly to maintain fluid relationships and negotiate rates to increase profitability.
- Project Management: Coordinated office move from a 400 square ft office to a 2000 sq. foot office.

#### TravelEdge, New York, NY

##### *Account Manager, May 2017-April 2018*

- Developed and implemented training of 90+ national staff and affiliate/vendor partnerships on sustainable tourism best practices.
- Coordinated with Puerto Rican tourism board to set strategic roadmaps for post hurricane tourism programs and discuss implementation strategies.
- Tracked, monitored, invoiced, and followed up on prospective clients, vendor partners, and stakeholders.
- Maintained a partnership with Fred Olsen Cruise line, generating an annual additional revenue of +- \$250,000 USD.

#### Flight Centre Travel Group, New York, NY

##### *Group Sales Coordinator, November 2016-December 2017*

- Proactively managed day-to-day operational and tactical aspects of multiple, large scale leisure and corporate travel projects.
- Proactively managed changes in project scope, identify potential issues and devise contingency plans.
- Executed JP Morgan Chase Annual Healthcare Conference Travel Projects.

#### TekSystems, New York, NY

##### *IT Project Coordinator, January 2015-November 2016*

- Proactively managed day-to-day operational and tactical aspects of multiple, large scale leisure and corporate travel projects.
- Worked with Project Manager for vendor sourcing, Vendor Comparison, and Cost Comparison.
- Created documentation and task lists using internal PMO tools/template to monitor project plans and work hours.
- Communicated relevant project information and status to PMO and operations team.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.

#### DigitasLBi, New York, NY

##### *Administrative Project Coordinator, October 2014-December 2015*

- Coordinated new hire facilitation and organized floor moves.
- Oversaw all major facility projects and acted as liaison between IT department and Facility Operations department.
- Reduced paper resource cost by \$2000/month with new vendor contract.