

PROFESSIONAL EXPERIENCE, Continued

Gymboree Corp., San Francisco, CA **Project Manager** **3/2002 – 8/2005**

Contributed to the launch of the brand, Janie and Jack, by training new Production staff, Merchandising managers, and new global manufacturers resulting in a 100% on-time delivery record. **Environment:** MS Office Suite, Adobe Photoshop, Visio, HTML, Business Objects.

- Automated reporting tool that merged production data and design images from multiple databases into real time reports. Developed self-guided training modules for Production Assistants to learn new reporting process.

Gap Inc., San Bruno, CA **Project Analyst** **6/2000 – 1/2002**

Managed project operations for the development of a remote Shared Service Center. Processed and reported \$31 Million budget. Designed and maintained status communications via intranet website and bi-weekly newsletter. Developed and delivered in-house Career Development, Web Authoring, and Financial Reporting training courses for 200 employees, which saved Gap \$150,000. Coordinated registration and reporting for Learning Management System. **Environment:** MS Office Suite, HTML, Web Authoring, PeopleSoft, Hyperion Essbase, XMS.

Quintiles Transnational, South San Francisco, CA **Operations Manager** **1/1997 – 6/2000**

Organized the recruiting and provided the on-boarding for new directors, consultants, and scientists, facilitating their transition from public sector to private sector work. **Environment:** MS Office Suite, Act!

- Received Letter of Commendation for my quick learning of biotech manufacturing processes, FDA Code of Federal Regulations and development of successful marketing and operations strategies based on this knowledge.

EDUCATION

MA, Industrial and Organizational Psychology (2008)

- Graduated with Honors

Golden Gate University
San Francisco, CA

BS, Liberal Arts (1998)

- Concentrations in Business Administration and Psychology

Excelsior College
Albany, New York

CONTINUING EDUCATION

- Conflict Resolution (Masters level certification from Golden Gate University)
- Project Management Professional (Project Management Institute Certified)
- Instructional Design, Program Management, Project Management, Regulatory Compliance
- Coaching, Conflict Resolution, Facilitation, Group Dynamics, Public Speaking, Team Coaching

TECHNICAL SKILLS

Microsoft Office Suite (Excel, Outlook, PowerPoint, Project, Word), Adobe Connect, Captivate 5, Flash, HTML, Skype, Visio, WebEx, and most common database systems (including Access, Documentum, and Share Point).

PROFESSIONAL ASSOCIATIONS

- American Society for Training & Development (National & Golden Gate Chapters), Member
 - Peninsula Conflict Resolution Center, Mediator/Case Developer
 - Project Management Institute (National & San Bruno/Silicon Valley Chapters), Member
 - San Francisco Community Board, Team Coach and Mediator
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