

KATHY L. BOWERS

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SENIOR PROJECT MANAGER

Management & Leadership | Project Planning/Execution | Process Improvement | Budget Management

Leader with **4+** years' experience in managing project coordinators. Perform virtually all personnel functions, including recruiting, hiring, onboarding, training, and coaching. Set and maintain high expectations for a group regularly recognized as a top-performing team.

PMP-certified professional with reputation for consistently completing projects on time and within budget. Improve operational efficiencies by modifying procedures/processes and automating tasks via innovative technology solutions. Support generation of new revenue and improve profitability by controlling project costs.

Career Highlights:

- ✓ Assisted **3** direct reports in winning "best-in-class" project management awards at Talent Metrics by providing them with regular feedback, advice, and mentoring.
- ✓ Considered "go-to" project manager at Piedmont Leadership Services for efficiently planning and leading largest projects and client coaching initiatives.
- ✓ Saved past employers hundreds of thousands of dollars collectively by enhancing operational procedures and work structures.

SIGNATURE STRENGTHS

Proposal Development

Analysis & Reporting

Client Relationship Management

Project Evaluation

Process Automation

Financial Management/Forecasting

Survey Administration

Contracting

Stakeholder Management

SOFTWARE PROFICIENCIES

Proggio

ProofHub

Asana

SharePoint

RingCentral Glip

Microsoft Teams & Zoom

ProjectManagement.com

Project4Professionals.com

PlanStreet

Trello

Project Alpha

WordPress

PROFESSIONAL EXPERIENCE

TALENT METRICS, INC., Jacksonville, MS

2017–Present

Senior Project Manager, Contracting & Operations

Leverage nearly a decade of project management experience to keep leadership development projects on track, key stakeholders informed, and processes streamlined. Manage **5** team members who serve as points of contact for coaches, classroom facilitators, clients, and vendors.

- Saved **\$15K+** annually using new software and tools to automate administrative tasks.
- Reduced time to submit proposals **10%** by improving processes and procedures.
- Enhanced accuracy of tracking project outcomes **5%** by developing better performance metrics.
- Launched **25+** project kickoffs involving client personnel, classroom facilitators, and leadership coaches.
- Led orientation for **15** leadership coaches and **4** project managers, bringing them up to speed on company values, goals, policies, operational procedures, and past and current client engagements.

PROFESSIONAL EXPERIENCE, Continued

PIEDMONT LEADERSHIP SERVICES, Austin, TX 2010–2017

Senior Project Manager, Research & Evaluation 2015–2017

Managed all aspects of projects, including scope, communications, budget, and milestones.

- Supported **\$750K** in revenue by keeping multiple research-related client projects on target.
- Cut division's total expenses **3%** by converting paper-and-pencil program evaluations to electronic forms.
- Increased employee time tracking efficiency **15%** by introducing and training staff on SmartSheet.
- Co-created and communicated best practices for division's new project resource system.

Project Manager, Coaching Operations 2012–2015

Managed client coaching engagements and coaching practice's SharePoint site.

- Hand-picked to manage company's **5** largest coaching initiatives.
- Prepared **100+** reports—in conjunction with Director of Coaching Operations—to summarize impact of coaching programs on clients' leaders.
- Enhanced operational efficiency with use of SharePoint site across all company regions.
- Reduced operational expenses by **\$115K+** annually by assisting boss with project work flow restructuring.
- Onboarded and trained **10** project management staff members.

Program Coordinator, Leadership Development Services 2010–2012

Supported myriad of customized leadership programs across the globe.

- Maintained **98%** client satisfaction score in process of coordinating **75+** programs.
- Cut costs by **\$25K** annually and achieved operational excellence by creating custom program checklists for other coordinators.
- Improved effectiveness of newly launched paperless program by documenting procedures and training program support teams across all campuses.

CERTIFICATIONS & EDUCATION

Project Management Professional (PMP) Certification, Project Management Institute 2015

Certified Associate in Project Management (CAPM), Project Management Institute 2013

Master of Business Administration (MBA), Finance, North Carolina State University 2012

Bachelor of Arts, Communication Studies, University of North Carolina at Chapel Hill 2010