




Kathren Fornaro

Business Project Manager

A dynamic Business Project Manager with 5 years of experience in leading cross-functional teams, driving process improvements, and managing complex projects from conception to completion. Proven ability to effectively communicate with stakeholders, streamline operations, and deliver projects on time and within budget. Adept at identifying and mitigating risks, developing strategic plans, and implementing innovative solutions to achieve business objectives. Strong analytical, organizational, and leadership skills with a commitment to continuous improvement and professional growth.

kathren.fornaro@gmail.com

(580) 270-6269

1234 Sunshine Lane, San Francisco, CA 94115

Education

Master of Business Administration in Project Management at University of Southern California, Los Angeles, CA
Aug 2014 - May 2018

Relevant Coursework: Project Management Principles and Practices, Strategic Planning and Decision-Making, Financial Management, Operations Management, Leadership and Organizational Behavior, Business Analytics, Marketing Management, and Risk Management.

Links

[linkedin.com/in/kathrenfornaro](https://www.linkedin.com/in/kathrenfornaro)

Skills

Agile

Scrum

Kanban

Lean Six Sigma

Microsoft Project

Employment History

Business Project Manager at Deloitte Consulting LLP, CA

Apr 2023 - Present

- Successfully managed a \$5 million digital transformation project for a leading retail client, resulting in a 30% increase in online sales and a 25% reduction in operational costs within one year.
- Streamlined the supply chain process for a major manufacturing client, saving them \$2 million annually and increasing on-time delivery rates by 40%.
- Led a cross-functional team of 20 professionals in the implementation of a new customer relationship management system for a global financial services company, improving customer satisfaction scores by 15% and reducing customer churn rate by 10% within six months.

Associate Business Project Manager at Accenture, CA

Aug 2018 - Mar 2023

- Successfully led a team of 6 in implementing a new CRM system for a major client, resulting in a 25% increase in sales productivity and a 15% reduction in customer support response time within the first year.
- Streamlined project management processes for a large-scale software development project, leading to a 20% reduction in project delivery time and saving the client \$500,000 in labor costs.
- Coordinated cross-functional teams to deliver a digital transformation project for a Fortune 500 company, improving their online customer experience and increasing website conversion rates by 30%.
- Developed and executed a data-driven marketing strategy for a global retail client, leading to a 50% increase in customer engagement and a 35% boost in revenue within the first six months.

Certificates

Project Management Professional (PMP)

Jan 2022

Certified ScrumMaster (CSM)

Mar 2020