

# Stephanie R. Townsend, MBA

MILWAUKEE, WI | C: (414) 388-7690

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## Project Manager

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Dynamic and process-driven project manager with proven experience driving results through effective project management, change management, process improvement and cross-functional collaboration. A systems thinker who enjoys streamlining processes, implementing efficiencies, and offering creative workable solutions. Adept at leveraging practical negotiation skills to mediate contracts and create profitable partnerships. A proactive leader and trusted advisor with a reputation for consistency, hard work and commitment to quality excellence.

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## Highlights of Qualifications

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Project Scoping and Risk Management	Change Management
Process & Policy documentation	Vendor Management
Corporate Training and Development	Stakeholder Relationship Management
Continuous Improvement	Leadership Team Development

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## Professional Experience

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### Milwaukee Area Technical College

MANAGER OF GRANTS AND SPONSORED PROJECTS

*January 2023 – Present*

- Manages and supports sponsored projects resulting from public and private funding awarded to MATC and the MATC Foundation.
- Strengthen MATC's overall organizational capacity, focus on quality, and effective stewardship of resources supporting strategic priorities.
- Supervise staff dedicated to grant writing for public funding and staff coordinating project implementation.
- Manage external consultants providing services.
- Collaborate on project implementation and sustainability planning.

### Home Smart Connect

REALTOR

*December 2021 - Present*

- Develop and implement strategic marketing campaigns and advance brand market presence.
- Source and leverage MLS listings, tax records, and conduct comparative market analysis.
- Consult with buyers and sellers, identifying client needs to meet expectations.
- Research the value of properties based on comparative market analysis to provide advice to clients.
- Prepare documents such as representation contracts, purchase and listing agreements and leases.

### Rockwell Automation

IT VENDOR RELATIONSHIP MANAGER

*July 2021 – October 2022*

- Maintained contract renewals, reporting, vendor metrics and scorecards to track performance.
- Efficiently managed IT Business Operations vendor assessment requirements, workflows and timelines while analyzing benefits, costs and risks associated with third party vendors.
- Executed procurement contract initiatives and/or strategies as related to manage contract lifecycles.
- Collaborated with business units to deliver training and support to ensure program engagement and adherence to processes and procedures.
- Managed asset remediation project for assets causing organizational security risks while communicating project status through effectively documenting metrics, risks, milestones, budget spend and deadlines.

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## Milwaukee County

### PROJECT MANAGER

*May 2019 – October 2021*

- Efficiently managed operational and clinical projects ensuring alignment with Health and Human Services policies, strategic vision, and goals.
- Maintained collaborative relationships with Healthcare and Community Partners, Executive Sponsor's and Stakeholders while managing eight Strategic Projects.
- Managed and communicated project status through effectively documenting metrics, risks, milestones, budget spend and deadlines.
- Collaborated with IT staff on the development of new programs to implement technology to support new processes or programs.
- Effectively identified learning objectives, content development, and conduct a five-day Project Management training course while incorporating professional/life/industry experience to learning perspective.

## Concentrix

**2016 - 2019**

### CUSTOMER SUCCESS TEAM MANAGER

*July 2018 – May 2019*

- Managed a team of 32 direct reports, including hiring, terminations, training, employee issues, and performance management.
- Proactively partnered with customers along their lifecycle to drive results, product adoption and ensure retention.
- Maintained collaborative relationships with internal and external executive level stakeholders while coordinating activities and customer conflict resolution.
- Effectively managed procurement activities including opening new purchase orders, managing vendors/suppliers and efficient invoice payments.

### QUALITY AUTOMOTIVE AREA MANAGER

*Nov 2016- June 2018*

- Managed a team of 24 automotive field specialists; involved with hiring, terminations, training, employee issues, and performance management.
- Effectively identified and developed continuous improvement initiatives within the service and parts department.
- Ensured compliance requirements were met within operational policies and procedures.
- Efficiently documented and maintained department Standard operations procedures and Quality Assurance manual.

## GE Healthcare.

### FUNCTIONAL PROGRAM MANAGER

*July 2015- July 2016*

- Lead a cross-functional team to drive operational excellence for a multi-million-dollar program divestiture.
- Oversaw organization workforce culture and policy change initiatives.
- Proactively communicated project metrics, risks, milestones, budget spend and deadlines to executive level stakeholders both internal and external.
- Effectively maintained working relationships with cross-business peers and business partners.
- Established new business process tools utilized to provide support and deliver solutions.

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## Johnson Controls Inc.

PROJECT FINANCE MANAGER

*May 2011 – June 2015*

- Proactively managed, documented and reported status of project initiatives to key stakeholders.
- Designed and delivered training curriculum for Finance Managers applying industry perspectives and active learning strategies into courses.
- Completed budgets, month end close activities, material, and labor variance analysis.
- Effectively streamlined process metrics to provide standardization utilizing LEAN principles.

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## Education

- Master of Business Administration, Accounting and Finance, **Cardinal Stritch University**, Milwaukee, WI
- Bachelor of Business Administration, Economics, **University of Wisconsin Milwaukee**, Milwaukee, WI