


LYNN JENSEN

PROGRAM/PROJECT MANAGER

CONTACT

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Olathe, KS 

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CAREER OBJECTIVE

Excellence-driven professional with 15+ years' experience increasing productivity, efficiency and revenue while effectively managing projects of all sizes. Skilled in process improvement, risk assessment, cross functional collaboration, and project execution.

EDUCATION

A.A.

Business Administration
State Fair Community College
Sedalia, MO

SKILLS

Project Management
Microsoft Office Salesforce.com
Process Improvement
Planning and Execution
Operations Management
Critical Thinking
Financial/Accounting
Communication/Collaboration
Agency/Vendor Management

WORK EXPERIENCE

Program Manager

Dish Network/Boost Mobile

December 2021 - current / Overland Park, KS

- Designed, executed and managed new vendor/retailer on-boarding process which promoted an increase of 40% in efficiency and accuracy
- Built and managed financial processes to ensure timely collections and accurate recording for more than \$11M
- Created, developed and implemented training program for store reps in Walmart, Target and Best Buy to increase usage by 62%
- Spearheaded a project to create processes for different areas of the national retail team, which increased awareness by 40% across the Channel Expansion org to use in other depts
- Developed, implemented and launch marketing app resulting in 4,200 new customers with a \$45k budget, adding \$250k budget for 2024 expansion
- Collaborated across multiple groups to plan and launch EDI technical functionality to our national retailers

Project Manager

SKC Communications

April 2018 - December 2021 / Shawnee, KS

- Worked cross functionally with design engineers, account executives, purchasing, accounts payable/accounts receivable, warehouse, scheduling, to ensure projects meet the needs of the clients
- Led project scope and objectives which involved relevant stakeholders and review all contract requirements to ensure everyone has full understanding
- Ensure that all projects are delivered on time, within scope and within budget 90% of the time
- Received and managed different level of projects, which included budget of over \$2.3mil, in which I maintained customer survey of 4.5 out of 5 in 2020
- Worked with clients such as KC Chiefs organization, Henderson Engineers, OK State University, Kansas State University, Dairy Farmers of America
- Collaboration with multiple teams to created programming for customers AV products as well reading & understanding CAD drawings

National Retail Sales Operations – Program/Project Manager

Sprint

May 2016 - April 2017 / Overland Park, KS

- Prepaid and Postpaid Subject Matter Expert for all device, inventory and reporting, supporting all 10,000+ national retail locations
- Responsible for hosting, setting agenda and providing all follow up notes for weekly go-to-marketing calls
- Managed various software systems both internal and external for national retailers reporting needs to include sales, inventory, commissions and returns
- Created and managed point of purchase and local marketing materials for Prepaid in national retail

Sales Ops - Program/Project Manager

Sprint

April 2013 - May 2016 / Overland Park, KS

- Created and executed a new communication source which included project plans, Skillsoft course and new training website for indirect dealers
- Responsible for all aspects of new hire and sales manager training with NYC trainer which estimated 60% more sales in stores
- Initiated, created, and implemented a new training and development website for our Authorized Business Representative
- Executed and managed Salesforce.com management site

Small Business - Program/Project Manager

Sprint

May 2012 - April 2013 / Overland Park, KS

- Responsible for weekly calls with field and corporate teams to ensure both teams were aligned on all offers, communications, pricing & plans
- Managed over 75 emails or calls per day regarding field and new hire questions
- Responsible for inventory of over 25 devices and distribution to 400 number of locations/stores
- Developed operational new business policies and procedures for all corporate guidelines
- Managed all external vendor relationships

Indirect Sales Support Representative

Sprint

February 2004 - May 2012 / Overland Park, KS

- Oversaw all contract renewals with our indirect partners
- Onboarded/off boarded indirect partners which included contracts, system updates, fixtures and inventory
- Responsible for all indirect customer account maintenance which included plan or device changes, attachments, transfer of liabilities, porting concerns and activations
- Support field team by creating training, problem solving, set up demo devices and plans, submit orders, generate weekly reports, and help to resolve customer concerns