

CATHERINE ANN SMITH

4303 McKinney Avenue, Willoughby, Ohio, 44094

cell: 440-749-5424, email: cath@cathsmith.com

PROFESSIONAL PROFILE

Innovative, creative, pragmatic, and personable Project Manager offering eight years experience in both technical and organizational change projects in fast paced and collaborative environments. Skilled in developing scope of work, resource requirements, project timelines, and cost estimates for project proposals. Experienced with agile and traditional project management methodologies, developing project plans, change requests, SOWs, maintaining project backlogs, and other project documentation.

Recognized for high standards, and outstanding written, verbal, and interpersonal communication skills. Consistently achieves excellent or outstanding ratings in performance appraisals. A nurturing manager, focused on developing and getting high performance from personnel and resources.

RELEVANT EXPERIENCE

EU COMPLIANCE SERVICES, INC. (EUCS)

CLEVELAND, OH

EUCS provides consultancy and testing for companies exporting machinery to Europe to ensure products meet European Union standards.

Administrator

April 2014 - present

- Updated company's 11 year old quality manual to bring into line with current best practices.

OVERDRIVE INC.

CLEVELAND, OH

OverDrive provides a digital warehouse for ebooks, audiobooks, music, and video for libraries, retailers, schools, publishers, and private enterprises.

Manager, Retail Partner Services

February 2012 - June 2013

- Established and managed new Retail Partner Services team.
- First within OverDrive to implement use of new technology to accurately identify project timelines and cost estimates prior to initiation of work.
- Lead multiple key projects with high-profile, internationally known brand clients to deliver unique and complex one-off systems.
- Pioneered new communication processes to keep key stakeholders informed and involved with project progress.

Account Specialist II, Strategic & Retail Projects

April 2011-February 2012

- Took over leadership of a major project in difficulty and delivered product to client's satisfaction within budget and on-schedule.
- Developed and implemented new training and mentoring scheme for new employees within the department.

Project Manager, Strategic and Retail

November 2007-April 2011

- Lead major special and strategic projects that did not fit within standard project workflows.
- Developed help systems for OverDrive's trademarked OMC console on Windows, Mac, and mobile devices. Was the first and only OverDrive employee to learn and code for Mac OS help system.

NHS FIFE

FIFE, SCOTLAND

The National Health Service in Fife provides healthcare to people living in and visiting Fife.

Local Library Services Coordinator (P/T)

2003-2005

- Lead major reorganization of Library services across NHS Fife, consulting with staff, facilitating meetings, and working with stakeholders to develop a future structure for Library services to medical staff.
- Facilitated workshops to allow staff of over 8000 opportunity to input into change proposals.

Public Health Information Officer

1999-2005

- Identified and met a need for guides and training for healthcare employees to teach skills such as evaluating quality of healthcare information.
- Developed and delivered lectures and workshops to medical students at St. Andrew's University in Public Health Information as an associate lecturer.
- Identified need for and developed database in MS Access to allow librarians to track journal stock.

SCOTTISH HEALTH INFORMATION NETWORK (SHINE)

SCOTLAND

SHINE provides an opportunity for healthcare librarians working in Scotland to network and access training and professional development.

Chairperson - SHINE

2003-2005

- Youngest elected chair to SHINE, serving two terms in the office.
- Lead SHINE through a period of change in the profession from physical to digital information provision, ensuring that the organization stayed relevant and pertinent to members.

SOFTWARE

Advanced skills in Word, Excel, PowerPoint, AtTask (project management software), and Microsoft OS.

Experienced with Salesforce, MS Project, Dreamweaver, Adobe Photoshop, Adobe Lightroom, MS Publisher, HTML, XML, CSS, blogging software (e.g. Wordpress), and Linux, Macintosh, iPhone, Blackberry, and Android operating systems.

Basic knowledge of SharePoint, PHP, and SQL.

EDUCATION & CERTIFICATION

Project Management Professional (PMP), *Project Management Institute*

Diploma in Systems Practice, *Open University, UK*

Bachelor of Arts (Hons) Library and Information Management, *Manchester Metropolitan University, UK*

COMMUNITY INVOLVEMENT

Project Manager/Business Analyst for four successful charity projects at Cleveland Give Camp. 2011, 2012, 2013

Volunteer Administrator for PMINEO SIG 'Recession Proof Your Career'.

2010-2011

Moderator for the Research Forum on <http://www.absolutewrite.com/forums>.

2007-date