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AGILE METHODOLOGY | PROJECT MANAGEMENT | BUSINESS ACUMEN

Project Management Professional leveraging over 2 years as a proven leader able to multi-task missions, projects, and programs. Possess a comprehensive background in operations management, program analysis, logistics, strategic planning, process improvement, resource management, team building, problem-solving, and cross-functional leadership derived from conducting domestic and global operations. Proven ability to combine vision, ingenuity, and strong business acumen with well-developed project management and leadership qualities to support organizational effectiveness, reach, and overall expansion. Career supported by operational experience, subject matter expertise, certifications, and a Master of Science.

- Six Sigma
- Negotiations
- Data/Trend Analysis
- Quality Control/Assurance
- Customer Service
- Performance Management
- Scrum Master
- Organization/Communication
- Risk Mitigation

OVERVIEW OF KEY CONTRIBUTIONS

- **Project Management and Leadership** – Proven track record for leading multi-dimensional teams in high pressure, high tempo environments producing deliverables on schedule and within required parameters. Created plans by adapting technology and best practices that aligned with the scope and vision of the organization to promote schedule, budget, and task completion.
- **Operations Management** – Served as Subject Matter Expert in operations and project management and spearheaded projects to improve standard operating procedures. Exceptional cross-functional partner, consensus builder, and thought leader in driving transformation and scaling operations; reputation for establishing cultures of excellence and inspiring diversified groups.
- **Training and Development** – A versatile and innovative management individual who is skilled at seeing the “big picture” while able to focus on the details through the entire process. Demonstrated ability to assimilate to new ideas, concepts, methods, and technologies. Dedicated and innovative team builder with a superior work ethic

PROFESSIONAL EXPERIENCE

Project Management Institute – Minneapolis, MN **2019 - Present**
Sponsorship Committee Chair

- Engage with chapter sponsors to provide and grow project management opportunities for the empowerment and education of their organization and their people through professional networking events, career fairs, chapter breakfasts, luncheons, and dinners, and an annual 4-day formal education conference and symposium
- Plan sponsorship package offerings and set prices that match the wants and needs of sponsors
- Cross-coordinate with other operations committees to plan events that multiple committees are involved in
- Provide status updates and reports to chapter board and leadership through monthly meetings
- Develop the committee and chapter by recruiting volunteers, and matching their desires through appropriate placement and duties assigned

Accelerated Global Connections – Minneapolis, MN **2019 – Present**
Networking Facilitator

- Employ an inviting attitude to make new attendees feel welcome, introduce them to the organization, answer their questions, and provide advice
- Engage with members and guests to discover what they are seeking and connect them with the appropriate people to help them achieve their professional and personal goals
- Promote AGC across social media platforms to attract individuals who are looking to network, as well as acting as an admin to facilitate the networking process to best meet the needs of our participants
- Demonstrate enthusiastic public relations by working at a different venue & working with different coworkers at every event

Course Conductor – Minneapolis, MN

2020

Accreditation Analyst

- Prepared pre-compiled company information in Salesforce and identified what information is out of date
- Visited company website and company LinkedIn profile to obtain updated contact information and point of contact, and deduce what latest information is relevant to Course Conductor that is gathered from news articles, blogs, and social media posts
- Corresponded with Accreditation Director and CEO to refine and develop the fluidity of the information collection process
- Reviewed and analyzed the effectiveness and efficiency of existing systems and developed strategies for improving or further leveraging these systems

Best Buy – Richfield, MN

2019

Deployment Operations Center Analyst

- Project coordinator and IT support desk role that utilized both of Best Buy’s retail and corporate facing project management systems to track, update, and troubleshoot projects at Best Buy retail locations
- Worked with project managers to remotely support Best Buy project teams and third-party IT technicians by prioritizing incidents, inbound and outbound calls, resolved issues in change of project scope, solved technical complications, and ensured full resolution of cases, as well as communicated problems upstream to project managers
- Maintained an extremely high level of customer satisfaction with a combination of technical skill and exceptional bedside manner
- Accurately diagnosed and problem-solved system, hardware, and software problems, documenting as needed

EDUCATION / CERTIFICATIONS

Master of Science | International Business and Entrepreneurship | University of Essex
Bachelor of Science | Political Science | University of Minnesota
Agile Scrum Master | University of Minnesota (July 2020)
Business Process Improvement | University of Minnesota
Certified Professional Project Manager | University of St. Thomas
Six Sigma Yellow Belt | University of St. Thomas
Strategies of Effective Negotiation | University of St. Thomas
CompTIA A+ Certification | Lake Superior College

VOLUNTEER WORK

Project Management Institute – Minnesota Chapter

2020

Nominations Committee Chair

- Develop and implement an actionable timeline for recruiting candidates for nomination.
- Train committee members in calling and email script, contact tracking, and nominations procedures.
- Assign committee members list of potential candidates to reach out to via phone and email.
- Promote consistent participation and timely connection to all teleconference meetings and address nonproductivity within the committee.
- Work with executive liaison to develop and provide written reports, proposals, and supporting documentation for the PMI Board of Directors.

AWARDS

Eagle Scout | Boy Scouts of America

TECHNICAL SKILLS

Software: Microsoft Office 365 Suite | SharePoint | Microsoft Planner
Operating Systems: Microsoft Windows