

EMILY K. ANDERSON

215 W. 100TH TERRACE | OVERLAND PARK, KS | 66210 | (913) 441-2668 | EKANDERSON@GMAIL.COM
WWW.LINKEDIN.COM/EMILYKANDERSON

SUMMARY

I love helping clients **achieve global operations excellence**—by solving their largest operational problems. I do this by: facilitating communication between disparate teams; designing a more efficient workflow; creating new processes; and using automation to increase efficiency.

EXPERTISE

Program management • Product development • Executive leadership • Facilitation • Process design
Product lifecycle • Complex project management • Executive communications • Vendor management
Operational planning • Change management • Quantitative analysis • Contract negotiations • Compliance
Customer communications • Team building • Team management • Relationship building • Six Sigma • JIRA
Agile methodology • Lean methodology • Process improvement • Process automation • Cybersecurity

PROFESSIONAL EXPERIENCE

PRESIDENT/OWNER. State Farm Independent Insurance Agency, LLC. Olathe, KS. 2016-Present.

- Increased policies in force by 50% while **maintaining a 93% retention rate**.
- Received a **“10” rating for overall customer satisfaction** on the Net Promoter Score survey.
- Utilized Kaizen methodology to design new, more efficient policies and procedures.
- Designed/implemented new business strategies—for outreach, marketing, employee management.

PRODUCT DEVELOPMENT MANAGER II. Sprint—Product Engineering. Overland Park, KS. 2012-2015.

- **Saved \$2M/year using new software** to address 1-N, resource capacity, governance, compliance.
- Managed **300+ active projects** as Global Operational Excellence/Lead Program Manager.
- Tracked progress **on 1,000+ projects** by designing/testing a new pipeline automation tool.
- Designed/implemented 4 new senior executive review committees to reduce chaos in project oversight.
- Improved work process flows, efficiency, and communications to **highest productivity level in 3 years**.

PRESIDENT/OWNER. EK Design & Construction Services, LLC. Lenexa, KS. 2006-2014.

- Completed 30+ projects for clients like **National Nuclear Security Administration (NNSA), Broadway Electric, Coonrod & Associates Construction Company, Inc., and the VA Hospital**.
- Developed/executed a comprehensive business operations strategy, including financing and budgets.
- Managed all daily operations (incl. hiring, firing, wages, performance) of **team of 6 specialists**.
- Formed a certified, WBE/DBE woman-owned multi-discipline company operating in commercial design, construction, project management, architectural consulting, computer-aided drafting, 3-D modeling.

PROGRAM MANAGER III. Sprint—Consumer Operations. Overland Park, KS. 2005-2007.

- Led successful development of **100+ cross-functional/enterprise-wide requirements**.
- Partnered with **42 international call centers** to implement Phase I of PhoneView.
- Successfully drove vendor selection to negotiate down enterprise virtual device contract by 50%.
- Improved operational efficiencies, automation, and customer retention—while decreasing costs.

PROJECT MANAGER II. Sprint—Consumer Solutions. Overland Park, KS. 2001–2005.

- Lead project manager for multiple enterprise-wide projects totaling \$35M.
- **Increased revenue by \$2.9M and operational efficiencies by 90%** by automating a billing process.
- Implemented **6 projects that increased revenue by \$138M** and decreased costs \$83M in 3 years.
- Information conduit between Core Team and Project Approval Committee, with 14 vice presidents.
- Implemented Single Sign-On project on-time—impacting 17 applications, **creating \$4M/yr savings, and increasing efficiency by 70%**.

PRODUCT MANAGER. Sprint—NCO Broadband. Overland Park, KS. 2000-2001.

- Lead for **\$40M product lifecycle portfolio** of NCO ADSL Customer Premises Equipment.
- **Reduced costs by \$5.2M, increased revenue by \$1.1M/year** with new vendor partnerships.
- Deployed new CPE testing process that reduced testing time from 6 months to 6 weeks.

SENIOR NATIONAL ACCOUNT MANAGER. Gateway—Gov’t Contract Sales. KC, MO. 1994-1999.

- Managed **\$22M portfolio Fortune 1000 clients**—incl. forecasting, exec briefings, reseller agreements.
- Championed teaming agreement with SAIC to pursue **5-yr, \$250M contract with FBI**.
- Sold contract to GTE to supply \$5.5M ruggedized laptops for U.S. Air Force combat usage.

EDUCATION/CERTIFICATIONS

- **BS Degree—Psychology** (minor in Business Admin/Marketing). Kansas State University. May 1994.
- **Project Management Professional (PMP) Certification**. Lic #235015. Project Mgmt Institute. Since 2005.
- **Insurance License—KS and MO**. Incl. casualty, property, crop, personal lines, health, life. 2016.

SPECIALIZED TRAINING

KC RainMakers—Business & Life Mastery Workshop (2017) • Management—Achieving Business Results (2012)
Kanban and Agile—Scrum Development Methodology (2013) • Privacy and Security Management (2003)
Enterprise Program Management Office—Portal training for Project Development Process (2006)
Unified Billing (2007) • Conflict Prevention and Resolution (2003) • Understanding Financial Statements (2000)
Systems Integration Project Management—ESI (2002) • Six Sigma—Green Belt (2002) • Six Sigma—Black Belt (2002)

TESTIMONIALS

“Emily is a phenomenal leader. She demonstrates quality, caring leadership on a day-to-day basis—and we could not have achieved our global operations excellence goals without her. Best of all, she exhibits a ‘can-do’ attitude that is absolutely infectious. We are so grateful to her!”

—James Hereford, Director of Product Engineering—Sprint