

Kaitlin Stewart

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CAREER OBJECTIVE

Seeking a challenging role, leveraging a proven track record of agility and adaptability to drive successful outcomes. Enthusiastic about embracing new opportunities and collaborating with cross-functional teams to achieve excellence through effective planning and execution. Committed to continuous learning and growth to enhance contribution and exceed expectations.

WORK EXPERIENCE

Payzer, LLC

Charlotte, NC

Channel Partner Manager

Sep 2021 - Aug 2023

- Collaborated closely with cross-functional teams and contract professionals to expedite electronic signature processes, enhancing contract execution and workflow efficiency.
- Conducted meticulous data validation and cleanup, ensuring data accuracy and completeness within our contract repository, contributing to improved contract management for our clients.
- Provided comprehensive support for technical, functional, and data-related processes, contributing to seamless contract management operations and exceeding industry standards.
- Developed and executed a demand management strategy that increased overall partner satisfaction by 15%.
- Managed and maintained relationships with key stakeholders, resulting in a 30% increase in client satisfaction scores.
- Achieved measurable results through strategic initiatives, consistently exceeding performance targets and driving bottom-line growth.
- Demonstrated versatility and adaptability by successfully managing diverse responsibilities across multiple functions, ensuring seamless operations and optimal organizational effectiveness.

Townsquare Interactive

Charlotte, NC

Project Manager

Mar 2021 - Aug 2021

- Oversaw seamless cross-functional coordination spanning SEO, design, content, social, and launch teams, maximizing the efficiency of campaign execution.
- Proactively managed project scope, demonstrating adaptability to accommodate client-driven changes in deliverables, in line with our commitment to client satisfaction.
- Maintained consistent stakeholder engagement by providing regular updates, including SEO reports, production links, and progress on domain transfers, ensuring transparency and client confidence.
- Upheld continuous client satisfaction by remaining accessible through phone and email throughout the production process, aligning with our dedication to fulfilling individual client needs.
- Onboarded new clients and effectively coached clients seamlessly through new technology and system implementation.

LEADERSHIP EXPERIENCE

Life Time Athletic

Charlotte, NC

Team Member Development Manager

Oct 2017 - Mar 2021

- Enhanced team retention rates by implementing tailored coaching sessions, resulting in improved business practices and elevated client experiences.
- Conducted weekly one-on-one check-ins with team members to provide personalized guidance and support, utilizing clear metrics to track progress and ensure accountability.
- Implemented "eat the elephant" methodology to empower employees in goal-setting and achievement, fostering a culture of continuous improvement and professional development within the team.
- Consistently ranked in the top 10% for overall team performance
- Delivered engaging presentations to club members and to lead team member development

EDUCATION

Auburn University

Master's in Business Administration

Charlotte, NC

Graduation Date: Dec 2021

The University of North Carolina at Charlotte

Bachelor of Science in Exercise Physiology

Charlotte, NC

Graduation Date: May 2017

VOLUNTEERING & NON-PROFIT WORK

The Charlotte Young Professional Group

Events Committee

Charlotte, NC

Dec 2022 - Present

- Spearheaded strategic planning initiatives for high-profile networking events
- Orchestrated seamless execution of event logistics and operations
- Cultivated robust professional networks through innovative engagement strategies

The South Charlotte Partners

Events Committee

Charlotte, NC

Jul 2023 - Present

- Managed operations for The Transportation Summit, a prestigious gathering pivotal for South Charlotte Partners
- Facilitated and managed vendors for The Ballantyne Bash, while also closing critical gaps in other departments
- Curate exclusive guest lists and meticulously manage attendee logistics for the Breakfast Club, an esteemed monthly event series renowned for its seamless execution and distinguished clientele experience.

Charlotte Business Group: The Women's Network

Director of Operations

Charlotte, NC

Mar 2024 - Present

- Strategically orchestrate and oversee all operational facets of Women's Network events, ensuring flawless execution and unparalleled attendee experience.
- Implement innovative logistical frameworks to optimize resource utilization and streamline event procedures, maximizing efficiency and cost-effectiveness.
- Cultivate and nurture collaborative relationships with key stakeholders, vendors, and partners to enhance event quality and drive long-term organizational success.

Kids First of the Carolinas

Operations Manager

Charlotte, NC

Dec 2023 - Present

- Directed operations at Kids First of the Carolinas, overseeing inventory management, order fulfillment, and distribution of community-donated goods to families in need, ensuring efficient and compassionate service delivery.
- Cultivated a supportive and empathetic environment for deserving families by fostering open communication and demonstrating genuine care and concern, resulting in positive experiences and strengthened community bonds.
- Implemented streamlined processes for order fulfillment and inventory tracking, optimizing resources and enhancing the organization's capacity to serve the community effectively.

AWARDS AND CERTIFICATIONS

Elevate Magazine: 2023 Cohort for Charlotte's Top 30 Under 30 Future Leaders Award

Auburn University: 2021 MBA TRAC Awards for "Best Presenter", "Best Q&A", and "Best Project"

Project Management Institute: Certified Associate Project Manager CAPM® Number: 3777637

Google: Project Management Specialization & Agile Project Management

SKILLS & INTERESTS

Skills: Microsoft Office, Google Workspace, Data Analysis and Interpretation, Communication, Leadership, Emotional intelligence and empathy

Interests: Volunteering, Networking, Painting and Writing, and Continuing Education