

Raechel Olson

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Education

Western Michigan University

M.A. in Industrial/Organizational Psychology,
April 2014

University of Minnesota Duluth

Bachelor of Applied Science in Psychology,
May 2012

Professional Experience

Obsidian Network, Inc. (December 2015 – Present)

Durango, CO

Training and Support Manager

- Executes the recruiting, training, and management of the Customer Support team to ensure team and program goals are accomplished
- Creates job descriptions, training modules, and job aids for the Customer Support team
- Meets with program participants to discuss timelines, program goals, recruitment strategies, distribution strategies, and necessary tasks for launch
- Measures progress towards product completion by creating Gantt charts and rollout plans for projects and community launches
- Creates, and conducts annual review of, business continuity, crisis management, data security, and other recovery plans
- Designed work-around processes for each operational process in the event of significant business disruptions
- Created a comprehensive omni-channel marketing campaign to build awareness of the program, encourage user registration, and promote continued use of our product

Title Source, Inc. (July 2014 – December 2015)

Detroit, MI

Continuous Improvement Analyst

- Conducted stakeholder interviews and shadowed employees to identify pain points and document current state workflows
- Collected and analyzed baseline data to determine most impactful KPIs for improvement
- Facilitated meetings with various business owners to determine which improvement and project requests are most impactful based on ROI
- Documented important project milestones by creating Project Charters, Impact Analyses, Project Summaries, Milestone Presentations, and Sustainability Plans
- Successfully implemented a system to track defects on orders, prioritize employee tasks according to set client deadlines, and reduced non-value added time by nearly 40 hours a week
- Led weekly status update meetings with business stakeholders regarding project progress
- Created employee job aids and awareness emails for all technology and process enhancements
- Consolidated 15 hours-worth of BPMN training material into a two-hour long training workshop
- Delivered a BPMN training workshop of best practices and learning activities to two separate teams

Professional Development

Six Sigma Black Belt Certification, Lawrence Technological University

February 2015-March 2015

Business Process Management Notation (BPMN) Certification, BPMEssentials.net

November 2014-December 2014