

KATHLEEN A. KIENTZ

Wayne, New Jersey 07470

973-464-1688, kitkat7242003@gmail.com

<https://www.linkedin.com/in/kathleen-kientz-ms-pmp/>

Highly skilled project management professional and client service specialist, accomplished at driving implementation of innovative business solutions.

KEY SKILLS

Project Management, PMP, Budget Planning, Budget Management, Team Building, Training, Change Management, Performance Reviews, Microsoft suite, Word, Excel, Pivot tables, Vlookup, PowerPoint, SharePoint, MS Project, G Suite, Workfront, Salesforce.com, Visio, Jira, Email Marketing, Fundraising, Contract Negotiating, SOW's, RACI's, Change requests - PCN's, Customer Service, Sales Support, Route Creative, Manage Deliverables

EDUCATION AND TRAINING

Project Management Professional Certification, (PMP), Agile Training in process

M.S. Certificate in Project Management Stevens Institute of Technology, Hoboken, NJ

M.A. Education Felician College, Lodi, NJ Some coursework

B. S. Business Administration, Concentration in Finance and MIS Montclair State University, Montclair, NJ

A. A. S. in Electrical Engineering Technology Middlesex County College, Edison, NJ

PROFESSIONAL EXPERIENCE

WebMD, New York, New York

Associate Director, Business Operations, Marketing Sciences

2016 – 2018

Reported directly to Senior Vice President of Marketing Sciences for Medscape and WebMD.

Managed research operations in support of corporate initiatives relative to business/marketing plan, led requirements meetings, developed workflow processes and best practices, enabling streamlined product delivery.

Created vendor contract renewal tracking, resulting in material savings, managed vendor negotiation process with procurement specialist, sourcing owner, and legal team.

Led Marketing Sciences team in management of business expense reporting and budget in partnership with finance, aligning business strategy with execution and budget management.

Provided role-based training to cross-functional teams, reducing ambiguity and increasing successful project outcomes.

Motivated, and instructed IT teams in development of Salesforce.com and SharePoint business tracking solutions, enabling resource tracking and budget management. Oversaw corporate migration initiatives in move to cloud.

Business Operations Manager, Marketing Sciences

2015 – 2016

Due to increase in demand for additional services, was asked to take on new role as operations manager, reporting directly to Vice President, Marketing Sciences after team reorganization.

Developed pipeline reports across the Marketing Sciences lines of business, created and managed all Marketing Sciences tracking/reporting via Salesforce.com and SharePoint, enabling management of budget and expenses.

Managed expense budget forecast and accrual in collaboration with Marketing Sciences department leads, and conducted mid-month expense utilization for month end expense budget planning.

Program Manager for WebMD and Medscape Marketing Sciences Operations

2012 – 2015

Led research operations development across global teams including Medical Writers, Program Delivery, Digital Campaign Integration, Media Planning, and Ad Operations in support of sales of \$6 M.

Implementation Manager, Survey Integration

2011 – 2012

Built Survey Implementation team, established new processes, and best practices for survey production.

Oversaw team of five, conducted performance reviews and provided new hire training.

Established policies to enable better on-time performance, developed and maintained cross-departmental workflow processes enabling the successful implementation of Surveys which had experienced 300% in YOY growth.

Project Manager, Promotional Products

2009 – 2011

Delivered \$5M + pharmaceutical digital programs annually, adhering to Medical, Legal, and Regulatory requirements.

Established implementation best practices as Project Champion for Value Management Surveys and FDA mandated Safe Use Alerts, enabling \$5 million in total product revenue for 2011, personally managing \$2.5 M. Key client – J&J

Implemented Medscape's first medical device campaign, establishing development and launch processes.

MediMedia USA Inc., Triple i, Carlstadt, New Jersey

2005 – 2009

Project Manager, Pharmaceutical Promotional Products

Led implementation of pharmaceutical print programs in excess of \$2M annually, in coordination with Medical, Legal and Regulatory teams. Key client – J&J

Built long-term relationships with large pharmaceutical brand teams resulting in \$750K upsell.

Directed vendors in prescription pad and other print production and direct mail fulfillment achieving 55% net profit maintaining 100% on-time delivery.

IMS Health, Totowa, New Jersey

2000 – 2005

Senior Pharmaceutical Data Solution Consultant

Trained pharmaceutical marketing & sales management teams in web-based sales custom sales data solutions.

Designed custom data solutions providing advanced analytical insight for pharmaceutical sales force optimization, call planning and drug launch strategies, generating \$500K revenue annually for existing client base.

Oversaw team of four in development of standard operating procedures for web-based client data solution projects.

Created defect-resolution strategies for web support desk resulting in 10% improvement of client satisfaction rates.

Awarded "client service excellence" recognition.

Previous positions include: Marketing and Advertising Specialist for Pam International, Saddle Brook, New Jersey. Designed customer contact database, and trained inside sales staff. Executive Assistant for I Feel Good Network website, Paramus, New Jersey. Sourced and assessed health and wellness content for website. Computer Installation Specialist for ADP - Dealer Services, Clifton, New Jersey. Installed software, supported and trained customers. Project Coordinator for Foley Machinery - Caterpillar Generator Dealership, Piscataway, New Jersey. Created and implemented inventory tracking which resulted in increased working capital, reduction in inventory, and enabled dealer-to-dealer trade in order to meet customer needs. Assisted and provided guidance to unionized, generator mechanic and service technician staff of five.

OTHER KEY INTERESTS AND SKILLS

Member of Project Management Institute – NJ Chapters and US

CPR Certified