**Charli Schmidt**

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**Project Management Professional**

Performance-driven, organized leader skilled in high-level strategy and design that supports the customer experience through efficient project management and delivery. Expert at gathering business requirements, formulating project scopes, and establishing project timelines for simultaneous projects. Skilled in identifying issues in their initial phases to quickly resolve challenging technical requirements that support business productivity and growth.

**Areas of Expertise**

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| --- | --- | --- |
| * Strategic Business Planning * Project Management * Budgeting & Cost Control * Construction Operations | * Inventory & Vendor Control * Customer Service Management * Business Process Improvement * Administrative Support | * Talent Training & Development * Cross-Cultural Communications * Hiring & Retention Strategy * Database Management |

**Professional Experience**

**spark! staging & Design,** Seattle, WA 8/2016 – Present

**Designer (Independent Contractor)**

In partnership with Designers, provide leadership to achieve or exceed sales and profitability goals through the design and placement of inventory. Manage floor plan designs, draft and procure appropriate interior furniture to fit the space.

*Selected Contributions:*

* Gained experience in warehousing operational strategies; supported a team in managing the inventory of nine different warehouses across the Seattle area.
* Staged 100+ houses for sale in the greater Seattle area. Coordinated and completed a range of projects, including the move and distribution of eight storage containers with 15 houses worth of furniture into a new warehouse.

**Uncruise adventures,** Seattle, WA 4/2017 – 4/2020

**Operations Planning & Development Manager**, 1/2020 – 4/2020

Provided recruitment and scheduling, professional development, technical, and operational support for 150 employees across eight passenger vessels. Reviewed all requisition and purchasing requests from vessels and managed the Fleets Uniform program for all 400+ crew members. Delivered administrative support to organize and develop hotel related master files, research application of new regulations, and design or update manuals and special policy programs.

*Selected Contributions:*

* Streamlined the Gear Shop program, designed a Gear Shop website, and overhauled the budget to enhance product marketability and drive increased sales.
* Successfully managed the Special Gifts program for key consortium partnerships via Salesforce.
* Expertly implemented backend settings and programming of inventory modules on Revel System POS.

**Yard Project Manager**, Winter 2018 and Winter 2019

Served as the shoreside point of contact for all Mates and Deckhands. Directed the day-to-day activities of a team of 50 working on repair and maintenance projects for five offseason vessels in various stages of construction. Accountable for project operating budgets, vendor relationships, employee recruiting/hiring, payroll, and for recording and maintaining vital facilities related to equipment and structures.

*Selected Contributions:*

* Authored and rolled out the Standard Steward Training Manual for appropriate employees.
* Revised and updated Personal Performance Review procedures and documentation.
* Led activities to compile customer feedback to create data driven customer retention programs via Salesforce along with a wide variety of training materials via PowerPoint for the development of a remote onboarding process for new hires.

**Hotel Manager**, 4/2017 – 12/2019

Provided operational leadership for the hotel department with a team of 13 crew members and a $25,000 weekly budget that included the vessel dining room, galley, beverage program, and housekeeping. Monitored and coached work performance throughout the season and made appropriate staffing decisions based on individual performance. Collaborated with the Head Chef to ensure quality and safety in on board food service plus sanitation standards as they related to FDA/CDC requirements. Oversaw inventory and ordering of all galley, bar, and hotel supplies.

*Selected Contributions:*

* Created training documentation on start-up procedures and facilitated employee training programs.
* Collaborated with the leadership team and the Captain to create all contingency plans with a focus on the health, safety and wellbeing of approximately 100 crew and customers.
* Monitored employee performance to ensure outstanding guest service and customer satisfaction.

Additional Experience:

**Lead Manager** | Tom Douglas Seatown Seabar, Seattle, WA

**Server** | Ritz Carlton Lake Tahoe, Truckee, CA

**Education**

**Bachelor of Arts, Psychology, *cum laude***, 2010

Gonzaga University, Spokane, WA

**Certified Associate in Project Management (CAPM)**, anticipated 2020

**Professional Development**

Professional Scrum Master Certification (PSM I) ~ Project Management Fundamentals Training ~ Practical Project Management Training ~ Center for Disease Control Vessel Sanitation Program Certification ~ CPR/First Aid Certified ~ Programming Foundations: Fundamentals Training ~ MS Office Suite ~ Jira ~ Salesforce