

# Susan Lynne Henderson, PMP

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## Professional Summary

Certified Project Manager with versatile experience across retail, technical, and nonprofit fields. Passionate leader dedicated to driving team, operational, and financial success through superior communication, innovation, and impeccable project management skills. Experienced in fostering community impact through strategic partnerships and nonprofit initiatives.

## Core Competencies:

- Strategic project planning and execution
- Effective interfacing with stakeholders of all levels and competencies
- Proficient in Microsoft Suite, Google Workspace, Salesforce, Monday.com
- Excellent motivational skills
- Exceptional customer service
- Problem preventer and, when necessary, creative problem solver
- Training development and delivery

## Experience:

### ***Director of Operations and Project Management, Catherine Ruff Consulting (CRC).***

*March 2023-present*

- Consult with clients to develop tailored grant proposals and strategies, successfully securing funding and resources for impactful projects.
- Oversee the day-to-day operations of CRC, ensuring efficiency and effectiveness in all processes.
- Obtain business certifications for CRC and clients.
- Provide assistance and guidance (including with the registration process) in navigating state and federal grant opportunities, ensuring a successful application submission.
- Develop and implement strategic plans for clients to identify and achieve organizational objectives.
- Oversee project management activities, ensuring projects are completed on time, within scope, and within budget.

### ***Director of Business Development, Wildfare. April 2021-March 2023***

- Responsible for business and product development of savory categories.
- Project management of product procurement, packaging, creative and print design, regulatory, quality testing, production and transport (domestic and international).
- Created and implemented an in-store demo program
- Fostered strong relationships and effective communications channels with vendors, retail partners, and consumers both stateside and abroad (Turkey and Italy).
- Developed and delivered sales and product training.
- With Marketing Director, managed social media, website and eCommerce site.

***Project Manager, Sickles Market. November 2013 – March 2021***

- Managed Sickles' expansion of second and third stores, including budget development, interfacing with construction stakeholders on MEP plans, permit and inspection process, equipment purchasing, interior design, staffing, and training.
- Created and implemented training initiatives with HR Director, including P&L and Cash Flow training and a Leadership Development Program.
- Spearheaded the catering order system automation project, providing significant ROI.
- Managed IT and Inventory Control Teams to optimize efficiency and resources.

***Operations Manager, Dean's Natural Food Market. May 2013 – November 2013***

- Introduced and implemented best practices in HR, food safety, and cash handling.
- Created a forecasting tool to streamline purchasing and inventory management.
- Instituted improved communication between stores and teams to assist with receiving, distribution, and labor logistics.
- Hired Store Manager and developed training program to onboard her successfully.

***Associate Store Team Leader, Whole Foods Market Madison. March 2012 - May 2013***

- Managed team of 190+ employees by assisting with hiring, new team member training, labor budgeting and overseeing work to ensure highest quality efforts.
- Ensured sales, margin, and labor of all teams were in line with regional forecasts.
- Accountable for facility repair and maintenance, purchasing, seasonal changeovers, and holiday preparation.

***Marketing Team Leader, Whole Foods Market Middletown. May 2008 – March 2012***

- Supported team, store and regional leadership in the creation and execution of innovative marketing strategies designed to meet or exceed store and individual department sales goals, customer count and basket size.
- Lead graphic artists and demo team, ensuring effective use of time and talent.
- Coordinated, promoted, and executed in-store and external events, including multi-store and regional sponsorships.

***Director of Operations, Monmouth Conservation Foundation. January 2003 – May 2008***

- Managed all aspects of office operations, including correspondence, presentation preparation, meeting coordination, website maintenance, database management, and accounting (QuickBooks).
- Coordinated all fundraising events and assisted with \$5 million capital campaign.
- Wrote and redesigned annual report, biannual newsletter, and all PR materials.

**Relevant Training and Education:**

- BS in Labor Relations and Workplace Management, Rutgers(GPA 4.0)
- Project Management Certification (*current*)
- ServSafe Certification (*current*)
- Certificate in Nonprofit Management
- A.S. in Computer Science, Brookdale Community College(GPA 4.0)
- Massachusetts Air National Guard/Ground Radio Comms (Honorable discharge)

***References furnished upon request.***