

SHANNON GRAMANN

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OBJECTIVE

To utilize my 12 years of experience in project and program management, business operations, strategy implementation, metric reporting, and research skills to achieve the highest impact on business objectives.

EXPERIENCE

Store Support Supervisor

2018 – Present

- Direct day to day floor operations for a team of up to 20 people, including documentation of issues, adherence to policies, procedures, and best practices, while providing high standards of customer service and upholding company core values.

Coordinator, Vet Direct Pilot Project, Equine Welfare

2018 – Present

- Ensure operations, communications, documentation, and data collection are implemented to support and drive a pilot program that leverages industry experts to advance animal care goals.

Director, Research and Development

2014 – 2018

- Met business objectives and stakeholder needs by serving as project manager for cross-departmental, cross-organizational projects with teams as large as 25 people, flexing best practices, project management methodology, communication, and documentation to meet team needs.
- Led a high performing team of project managers while focusing on coaching and professional development to increase autonomy and sound decision-making.
- Increased departmental efficiency by identifying and troubleshooting operations across 50-80 projects and was accountable for communicating and managing changes.
- Improved departmental collaboration by developing communication processes spanning all projects, teams, and stakeholders.

Sr. Manager, Research and Development

2012 – 2014

- Informed annual strategic planning across 10 partner agencies (4 communities) by directing data collection, trends analysis, report creation, and advising on strategy implementation.
- Researched and developed impactful programming that increased agencies' capacities and abilities to meet donor and stakeholder needs.

Manager, Research and Development

2007 – 2012

- Developed agency and staff capacity to achieve strategic goals through managing and consulting on three national programs.
- Drove adoption of national programs through facilitation and public speaking as a program expert and reaching an audience totaling over 700 professionals, including executives and industry leaders.
- Increased proper program use by directing a certification process and certifying over 200 personnel in agencies across North America, doubling the number during my tenure.

EMPLOYMENT

Whole Foods Market
Wauwatosa, WI

2018 – Present

American Society for the Prevention of Cruelty to Animals (ASPCA)
New York, NY (Remote Employee)

2007 – Present

EDUCATION

Bachelor of Science, University of Wisconsin, Madison

Graduate School Classes, University of Wisconsin, Milwaukee

- Learning and Motivation Theory, Advanced Psychological Statistics, Experimental Design

Certificate Course - Global Learning Partners - Learning to Listen Learning to Teach

SKILLS

MS Office, Organization-developed databases, Domo, Smartsheet, Box, PMP tools, Survey Monkey, Basic SPSS