

Monia Sorrels

Digital Business Specialist

I am a strong problem solver and love improving performance. Business or individual. My passions include optimizing processes and digitalization projects in an agile and collaborative setting. I thrive in the intersection between business and IT.

EXPERIENCE

Management Consultant

[Implement Consulting Group](#) Aug 2022 - Present

- Work closely with clients to improve business performance
- Customer experience transformation project analyst
- Improve processes, policies, systems, data, talent, and organization
- Analyze customer conversion data and define assumptions
- Team and customer feedback session participation
- Transformation scope documentation
- User acceptance testing and defect reporting

Operations Manager (Promoted)

[TriCore Wellness](#) May 2020 - Present

- Prioritized strategic and operational processes to enable scalable growth
- Led digitalization initiative of operational and efficiency processes
- Managed 4 projects over 18 months to improve performance and revenue
- Implemented 10 automated workflows across 5 platforms to reduce cost and risks
- Participated in 2 analytics projects to measure engagement and results
- Responsible for client data privacy in digitalization project
- Managed 3-pronged customer communication program
- Participated in hiring of new administrative staff and coaches

Business Consultant

[TriCore Wellness](#) Nov 2019

- Advised CEO on contracts, marketing, and sales initiatives to develop business
- Responsible for escalating IT tickets to software developer of CBA
- Developed 12 KPI's defined as business critical for growth strategy
- Increased client retention by 30% in 3 months by digitalizing processes
- Initiated business academy to be implemented in 12 month to scale business
- Assisted in day-to-day operations and direct client relations

Relocated with family to Florida

Feb 2018

Senior Consultant Manager

[Corporater](#) Dec 2016 - Feb 2018

- Negotiated and reviewed partner and client contracts
- Consulted C-Suite clients with analytics dashboard requirements
- Led project to establish new office location and facilitate partner negotiations
- Created and presented 15 financial reporting demos on platform in 12 months
- Led team at conferences for C-suite level for financial reporting , KPI or OKR metrics

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Remote, Greater Fort Myers, US
Authorized

SKILLS

Process Optimization
Digital Innovation
Strong Customer Focus
Project Management
Business Transformation
Strategy Execution
Consulting
Teamwork
Lean Administration
Effective Communicator
Problem Solver
Attention to Detail
Building Relationships
Time Management
Fast Learner

IT SKILLS:

Google Suite
Office Suite
Visio
Zapier
Jira
Constant Contact
Adobe Forms
Clickview
SAP HCM

EDUCATION

PMP Certification

Expected Summer 2022

Lean Process Consultant

Prince 2 Foundation (Project Management)

ITIL Foundation

SAP ERP

Senior Business Consultant & Project Lead (Promoted)

Danish National Police Feb 2014 - Dec 2016

- Program Lead for core project team of 6 and up to 50 cross functional resources from multiple departments
- Reduced admin cost by 2% as part of team focused on process optimization
- Specified business IT requirements, reviewed IT solutions, performed testing and implementation of workflows
- Designed user-centered SAP Portal processes for all HR functions
- Presented insight and recommendations to functional managers based on qualitative and quantitative data
- Developed case for interviewing new candidates

Business Consultant

Danish National Police Aug 2013 - Feb 2014

- Created 10 RFP for new SAP Portal workflows as initial phase of project
- Conducted workshops to align 10 proposed workflows with various cross functional departments
- Participated in stakeholder meetings to align technical possibilities with business requirements
- Conducted 20+ process map workshops for HR functions with focus on data quality and business performance

Associate Consultant

Capgemini Nov 2012 - Aug 2013

- Point of contact for 3 months in a business transformation project
- Performed business analysis with focus on Business Information Management, IT and Social Media Strategy.
- Work with As-Is/To-Be analysis, transformation mapping and fishbone diagramming.
- Participated in 3 strategic workshops with clients
- Involved in redesign of associate program to onboard 30 new associates

Master of Science

Copenhagen Business School

Jul 2012

Business Administration &
Information Systems

Bachelor of Arts

Copenhagen Business School

Jun 2009

Business Administration &
Information Management