

# MONIA SORRELS

HR PROJECT MANAGER

I love optimizing business processes and digitalization projects.

## EXPERIENCE

### OPERATIONS MANAGER (PROMOTED)

**TriCore Wellness** May 2020 - Present

- Managed 4 projects over 18 months to improve performance and revenue
- Implemented 10 automation workflows across 5 platforms to reduce admin cost
- Participated in 2 analytics projects to measure engagement and results
- Increased revenue by 11% in 2021 by benchmarking productivity
- Managed 3-pronged stakeholder communication program

### BUSINESS CONSULTANT

**TriCore Wellness** Nov 2019

- Developed 12 KPI's defined as business critical for growth strategy
- Increased client retention by 30% in 3 months by improving processes
- Proposed business academy to be implemented in 12 month to scale business

### RELOCATED TO FLORIDA

Feb 2018

### SENIOR CONSULTANT MANAGER

**Corporater** Dec 2016 - Feb 2018

### SENIOR BUSINESS CONSULTANT (PROMOTED)

**Danish National Police** Feb 2014 - Dec 2016

### 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 departments
- Participated in stakeholder meetings to align technical possibilities with business requirements

### ASSOCIATE CONSULTANT

**Capgemini Denmark** Nov 2012 - Aug 2013

- Point of contact for 3 months in a business transformation project
- Participated in 3 strategic workshops for clients
- Involved in redesign of associate program to onboard 30 new associates

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Greater Fort Myers

## SKILLS

Process Optimization  
Project Management  
Business Transformation  
Strategy Execution  
Business Analyst  
Business Consulting  
Lean Administration  
Teamwork  
Communication  
Results Orientated

## EDUCATION

### LEAN PROCESS CONSULTANT IN ADMINISTRATION AND SERVICE

Dec 2014

### PRINCE 2 FOUNDATION (PMP)

Dec 2013

### ITIL FOUNDATION

Nov 2013

### MASTER OF SCIENCE

**Copenhagen Business School** Jul  
2012

Business Administration & Information  
Systems

### BACHELOR OF ARTS

**Copenhagen Business School** Jun  
2009

Business Administration & Information  
Management