

Tanya Gross
West Allis, WI

SUMMARY

An accomplished professional with expertise in obtaining top performance through team building across diverse cultures professionally and in non-profit organizations. Looking to transition into a less technical and more people-centric role where I can utilize my strategic and creative thinking, my organizational and planning skills, and my ability to interact effectively with multiple levels in an organization to contribute to an organization.

SKILLS AND ABILITIES

- Detail-oriented
- Effective Change Agent
- Creative, Out-of-Box Thinker
- Problem Solver
- Lifelong Learner
- Collaborative
- Strategic Thinker and Visionary
- Marketing/Presenting-all levels
- Excellent Verbal/Written Communication Skills
- Comprehensive Program Management
- Organizational and Planning skills
- Deliver on time/in budget
- Training and Development
- Handle Confidential/Sensitive Information

PROFESSIONAL EXPERIENCE

- Trustmark Benefits, Illinois** **2018-Present**
IT Senior Director – Service Delivery **2020-Present**
IT Sr Analyst in End User Services **2018-2020**
- Manage multiple vendors globally to meet service level agreements and KPIs.
 - Led team in getting 700+ users working from home within 2 ½ weeks at the beginning of the pandemic. Then, coordinated efforts with multiple business units returning to office including training videos/documentation.
 - Provide data analytics and dashboards for Operations team - daily reporting, CIO/Sr Leadership dashboards and project scorecards, presented visually and verbally
 - Create branding logos, marketing/communication plans, and communication templates for variations of services to end users
 - Work with confidential and sensitive information regarding contracts, personal health information(PHI) and personally identifiable information(PII)
- Kohl's, Wisconsin** **1999-2018**
IT Program Manager for Product Development **2017-2018**
IT Sr. Project Manager/Analyst/Project Planner in Product Development (3 different roles) **2009-2017**
Senior Technical Designer **1999-2009**
- Delivered new functionality and enhancements for a PLM system on time/within budget while managing team resources, business and system requirements.
 - Worked with a wide variety of users/shareholders globally to ensure system would provide optimal user experience
 - Conducted visioning sessions to learn Product Development end to end business process to determine software functionality required and then reviewed multiple software vendors to determine if the functionality we currently had was best or if we should invest in different software
 - Trained new hires and new implementations in several software systems. Included training external global audiences. Created all training materials-presentations, user guides, job aids, etc
 - Engineered garments within cost constraints & creating minimum construction standards for product. Worked with vendors domestically & internationally
- TymeOut/Inspirio Youth Retreat Center, Wisconsin** **2013-2015**
Retreat Director and Fundraiser (part-time)
- Facilitated youth retreats (ages of 12-18) and college retreats – types of retreats included: Confirmation, Social Justice, Healthy Relationships, and Self-Image
 - Developed and documented schedules, activities, prayers, meditations, games, and icebreakers
 - Organized major fundraisers for the retreat center including silent auction, live auction, raffles, wine pulls, dinners, etc.

- Florence Eiseman, Inc, Wisconsin** **1998-1999**
Head Patternmaker, Lynley Division
- Responsible for making patterns & writing construction specs for children's garments. Created grade rule tables/patterns and markers (pattern layouts) for garments to best utilize fabric. Supervised assistant patternmaker for division.
- School Sisters of Notre Dame, Wisconsin** **1997-1998**
Administrative Assistant – Development Office
- Tracked donor giving/created reports pulling data from database
 - Wrote donor thank you letters & planned donor/volunteer events as well as trained volunteers
- JH Collectibles, Inc, Wisconsin** **1991-1996**
Pattern Grader & Marker Maker
- Primary responsibility was to grade all patterns. In addition, made markers (pattern layouts) to best utilize fabric
 - Taught patternmakers to use computerized patternmaking systems.
- Mount Mary University, Wisconsin** **1997-2005**
Instructor – Pattern Grading/Marker Making & Product Analysis
- Created syllabus and prepared lectures and hands-on experiences for students, including field trips
 - Taught lifecycle of a garment from design to store floor.
 - Brought in guest speakers through my connections in the retail industry to help students understand different job opportunities in the apparel industry.

EDUCATION

Mount Mary University, Milwaukee, WI
BACHELOR OF ARTS in Apparel Design with a concentration in Patternmaking

COMMUNITY INVOLVEMENT

- Our Lady of Lourdes** **2004-Present**
- Worship MC – Helping our assisting priest with leading worship (2 years)
 - Liturgy Committee- Lector and numerous reflections to adult/youth parishioners (25+ years)
 - Director for annual Women's Retreat (10+ years)
 - Co-Chair for Oktoberfest Artisan Fair - maintain social media pages (16 years)
 - Haiti Immersion Experience through twinning program - Leadership team (12 years)
 - Confirmation Catechist (18 years)
 - Children's Liturgy of the Word (CLOW) (4 years)
 - Reach Out/Reach In (social justice experience for teens) – Director/Group Facilitator (18 years)
 - Community Life Commission Co-Chair (4 years)
 - RCIA Sponsor and Facilitator (2 years)
 - Financial Peace University Facilitator (3 years)
- Wood Dale Neighborhood Association** **2015-Present**
- Board Member (President for 7 years) – lead community events and maintain social media pages/built website
- 4-H & Youth Program** **1991-2011**
- Certified 4-H Fair Judge for state of Wisconsin
 - Created and taught classes in sewing and fitting for 4-H program and local sewing store
 - Co-wrote national 4-H curriculum for Looking Good Project
- Mount Mary Alumnae Association** **1991-1999**
- President – 2 years / Starving Artist Show Committee Chair/Served on several committees (4+ years)
 - Received Madonna Medal for community service - 2019