

K.M. Stewart

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CAREER OBJECTIVE

Motivated and growth-oriented professional seeking to join a dynamic team with strong leadership, where I can be challenged and contribute to the company's long-term success. Eager to leverage my skills and experience to support both the team and organizational objectives, while continuously developing personally and professionally. Looking forward to becoming a key pillar of support within the company, fostering a collaborative environment, and contributing to the coaching and development of future talent.

WORK EXPERIENCE

Step by Steppe Professional Organization

Charlotte, NC

Lead Project Manager

Nov 2024 - Present

- Cultivated and maintained strong relationships with clients, ensuring alignment between their project goals and our execution.
- Managed and groomed detailed project schedules to ensure timely and efficient completion of each task, consistently meeting deadlines.
- Led the organization and design of spaces, ensuring the aesthetic and functionality were elevated to meet and exceed client expectations.
- Successfully oversaw full-house moves, coordinating and managing the unpacking and organization of each space for streamlined transitions.
- Directed a team to implement organizational systems and layouts that enhanced clients' living environments, improving their daily functionality and overall satisfaction.
- Created and implemented resources, tools, and procedures that enhanced team efficiency, improving workflow and reducing project turnaround time.

Payzer, LLC

Charlotte, NC

Channel Partner Manager

Aug 2021 - Jul 2023

- Led the implementation of back-office administration software, gaining familiarity with ERP systems and managing their integration with business operations.
- Took charge of user account setups and system permissions, quickly resolving technical issues and ensuring seamless onboarding for users.
- Spearheaded data validation and cleanup efforts to ensure the accuracy of financial data, contributing to improved contract management and compliance with industry standards.
- Managed technical and data-related processes, enhancing the workflow for financial contract management and ensuring adherence to legal and regulatory requirements.
- Developed and implemented a demand management strategy that improved partner engagement and client retention by 15%.
- Cultivated key relationships with stakeholders, leading to a 30% increase in client satisfaction and strengthening Payzer's financial partnerships.
- Consistently met tight deadlines, demonstrating agility in adapting to new software systems and operational challenges.
- Exceeded performance targets by driving bottom-line growth through strategic initiatives and cross-functional team leadership.

Townsquare Interactive

Charlotte, NC

Digital Media Project Manager

Mar 2021 - Aug 2021

- Directed the launch and management of digital marketing campaigns, handling system integrations and troubleshooting issues across CRM platforms.
- Actively collaborated with cross-functional teams to solve technical problems, ensuring minimal disruption to business operations.
- Delivered consistent updates on campaign progress, using SEO performance metrics and client insights to drive transparent communication and informed decision-making.
- Provided financial clients with guidance and support through the adoption of new digital tools and technology platforms, fostering strong client relationships and aligning with their financial goals.

LEADERSHIP EXPERIENCE

Life Time Athletic

Team Member Development Manager

Nov 2017 - Mar 2021

- Improved team retention and performance metrics by implementing strategic coaching programs aimed at enhancing financial literacy and client service skills.
- Conducted weekly performance reviews, aligning team goals with broader financial objectives to drive operational excellence.
- Delivered workshops on professional development, focusing on financial management principles, goal setting, and achievement.

NON-PROFIT WORK

The Charlotte Young Professional Group

Charlotte, NC

Events & Gala Committee

Dec 2022 - Jan 2025

- Spearheaded strategic planning initiatives for high-profile networking events
- Orchestrated seamless execution of event logistics and operations
- Cultivated robust professional networks through innovative engagement strategies

The South Charlotte Partners

Charlotte, NC

Events & MarComm Committee

Jul 2023 - Oct 2024

- Managed operations for The Transportation Summit, a prestigious gathering pivotal for South Charlotte Partners
- Facilitated and managed vendors for The Ballantyne Bash, while also closing critical gaps in other departments
- Curate exclusive guest lists and meticulously manage attendee logistics for the Breakfast Club, an esteemed monthly event series renowned for its seamless execution and distinguished clientele experience.
- Strategized a seamless pipeline to smooth the experience for attendees from discovery to sign up to attendance that increased revenue for the non-profit organization.

Kids First of the Carolinas

Charlotte, NC

Operations Manager

Dec 2023 - Dec 2024

- Directed operations at Kids First of the Carolinas, overseeing inventory management, order fulfillment, and distribution of community-donated goods to families in need, ensuring efficient and compassionate service delivery.
- Cultivated a supportive and empathetic environment for deserving families by fostering open communication and demonstrating genuine care and concern, resulting in positive experiences and strengthened community bonds.
- Implemented streamlined processes for order fulfillment and inventory tracking, optimizing resources and enhancing the organization's capacity to serve the community effectively.

EDUCATION

Auburn University

Auburn, AI

Master's in Business Administration

Graduation Date: Dec 2021

The University of North Carolina at Charlotte

Charlotte, NC

Bachelor of Science in Exercise Physiology

Graduation Date: May 2017

AWARDS AND CERTIFICATIONS

2023 Cohort for Charlotte's Top 30 Under 30 Future : Elevate Magazine

2021 MBA TRAC Awards : Best Presenter, Best Presentation, Best Q&A - Auburn University

SKILLS & INTERESTS

Skills: Data Analysis & Interpretation, Microsoft Office & Google Workspace Strategic Planning & Execution, Stakeholder Management, and Leadership & Cross-Functional Collaboration

Interests: Volunteering, Networking, Painting and Writing, and Continuing Education