

Keith R. Van Horn

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PROJECT MANAGEMENT PROFESSIONAL

SUMMARY

Project Management professional with a PMP certification and the keen ability to develop, define and execute project plans, work plans and schedules, budgets and deliverables. Identify needed resources for projects, and define and assign major project roles. Review analysis and definition of efficient, cost effective solutions that support client business processes, functional and operational requirements, and meet project criteria. Assess and analyze project risks and communicate to project team and clients as appropriate. Develop strategic relationships with vendors for products and services related to project. Monitor contracts to ensure that all commitments are met.

ACHIEVEMENTS AND ACCOMPLISHMENTS

- Earned the PricewaterhouseCoopers Business Award for outstanding performance on an elite startup team responsible for building a customer call center for financial planners; developed integrated systems, business processes and staffing plan.
- Developed methodology for project team of \$100 million agent laptop rollout to measure business impact of the technology for PricewaterhouseCoopers.
- Spearheaded the revitalization and expansion of the Montessori Children's Academy; built a new facility and playground, recruited a team of certified instructors and executed a marketing campaign resulting in an enrollment increase of 400% from 20 to 80 students.
- Led a team of munitions specialists to map the Air Force tracking/maintenance processes and target improvements for the \$35 million reengineering effort to modernize the Combat Ammunition System.
- Built the largest support flight in Air Force Air Mobility Command by merging 8 support functions encompassing 80 personnel from 6 different squadrons into a cohesive team.

AREAS OF EXPERTISE

- **Communication:** Effective written and verbal communication skills, capable of conveying technical information across different mediums. Ability to present concepts, ideas, and progress to associates and executive management and convert business proposals into executable project plans.
- **Logistics:** Adept in report generation and analysis, scheduling, coordinating new work development, reconciling day-to-day problems and acting as point of contact; providing support and project milestones to team members and clients.
- **Work Flow and Process Orientation:** Ability to effectively prioritize tasks in order to carry out plans and meet objectives. Competent in planning and executing assignments as directed to meet requisite schedules and deadlines.
- **Financial Evaluation:** Appraise the financial aspects of given projects such as budgets, expenditures, research and development appropriations, ROI, and profit-loss projections.
- **Metrics/Reporting:** Produce and analyze project reports, schedules, and contracts; generate relevant statistics to ensure project milestones/costs are being met.

PROFESSIONAL EXPERIENCE

PricewaterhouseCoopers Denver, Colorado 2003-Present

Project Manager:

- Work as a Customer Relationship Management (CRM) expert on special projects with Fortune 500 companies to assist in their efforts to develop and implement CRM strategies.
- Play a key role on a team of 5 consultants who managed the implementation of a direct sales channel for life insurance and mutual fund products of an international Fortune 500 company—their first new sales channel in over 100 years.
- Created and implemented a project management “how to” guide, which has been utilized in various Fortune 500 organizations.
- Performed operational/strategic analysis, and created documents to present complex recommendations to senior executives.

Montessori Children’s Center Denver, Colorado 1999-2003

Executive Director:

- Managed all operational aspects of the school, staff and student population.
- Reduced employee turnover by more than 50%. Improved productivity by initiating flexible work schedules and pay for performance, and by providing the best tools and resource available.
- Orchestrated long-range planning for operations, enrollment and customer service.
- Conceived, developed and implemented an aggressive expansion project that quadrupled the size of the facility and staff, as well as added an additional grade level.

Prudential Newark, New Jersey 1997-1999

Project Manager:

- Managed initiative to build the new Financial Planning Clients Service Center, an unprecedented customer call center incorporating systems and processes from multiple business units, into a learning organization continually improving to meet customer needs.
- Consulted with business unit leaders throughout Prudential to analyze business processes and identify key performance indicators used to effectively track and manage operations.

US Air Force Multiple Assignments 1993-1997

Logistics Officer:

- Managed ammunition logistics requirements for Air Force Chief of Staff \$280 million Combat Ammunition System.
- Maintained 12 primary assigned KC-135 aircraft and supervised 110 personnel performing inspections, maintenance, launch, recovery, and cargo loading.

FORMAL EDUCATION AND ONGOING TRAINING

Air Force Academy, Colorado Springs, Colorado, 1993

Bachelor of Science in General Engineering, GPA: 3.87

Minor: Business Administration

Additional Training: Certified Project Management Professional (PMP), Colorado State University, 2005