



Accomplished Project Manager across industries and cross functional teams. I bring a deep bench of experience in Consulting, Project management, Sales, Marketing, Research and General Operations which enables me to work across business disciplines. I build efficient teams that like working together and produce quality work on time. I like challenges and enjoy finding solutions in every domain.

CERESLabs – Director, Project Management, Owner's Rep

Sept 2017 – Dec 2019

Reporting to the CEO | Cannabis – Analytical Testing Lab Startup | Los Angeles and Monterey County
Consulting Sept 2017 – Aug 2018 | Full Time On-Site Contractor Sept 2018 – Dec 2019

Supported the CEO and COO throughout the process of concept definition, fundraising, laboratory design and buildout. CERESLabs is in startup mode and I served across all and any tasks required from Marketing to Operations. In January 2019 I replaced the COO on the Laboratory design and buildout project on site in Greenfield CA, Monterey County, a \$1M tenant improvement.

- **Regulation/Legislation** – familiar with BCC regulations. Particularly with Analytical Cannabis Testing Lab regulations. Closely follow California legislation in the Cannabis domain and related governmental agencies.
- **Bureau of Cannabis Control (BCC) License Application** - Organized, created and submitted required documents to the BCC for a Temporary License and Annual License application. Responsible for all business side SOPs, supervised scientific SOPs. Managed schedules for timely application submission.
- **Construction Management, Owners Authorized Representative to CERESLabs** - 5,000 sq ft Analytical Cannabis Testing Lab buildout in the City of Greenfield, Monterey County. Supervised design and construction from plans to occupancy and final City and County permits. Worked onsite supervising construction. Worked with GC to manage quotes, costs, tradeoffs, problem resolution, finishes and material selection. Worked closely with city to obtain permits, manage plan checks and general city relations.
- **Local City Conditional Use Permit (CUP)** – Organized, created and submitted required documents to the City of Greenfield for conditional use permit.
- **Operations** – Assumed all local operations, utilities management, IT infrastructure, corporate housing assisted with hiring, employee onboarding, and onsite employee management and support.
- **Systems/IT** – worked closely with IT vendors to specify requirements for BCC regulated surveillance, security alarm, and controlled access. Specified and purchased laptops etc. Worked with vendors to specify network requirements, backup data plan, VOIP phone system, and maintenance contract.
- **Research** – maintained competitive research on all California testing labs. Maintained research on all potential customers.
- **Marketing** – Supported the CMO with graphic design, PowerPoint design and content, website content.
- **Sales and Account Management** – Managed potential customers, Engaged new customers, researched market potential.
- **Investors** – Developed investor relationships and brought in qualified investors. Created Investor materials.

FlexTrade - VP User Experience

Feb 2014 – Sept 2018

Reporting to the CEO | Institutional Trading Technology | Great Neck, New York

Led the first in-house UX initiative at FlexTrade as VP of User Experience reporting directly to the CEO. This lean startup has provided an opportunity to expand my global role to include Marketing, Sales Support, Product Management and Strategic Corporate Planning.

- **Legacy Makeover** –Led and designed a new product direction for the full suite of Execution and Order Management Products. Elevated the application to a competitive look and feel which resulted in turning around product acceptance and customer retention.
- **Sales** - Redesigned and rewrote all sales materials with an updated look, message and voice. In conjunction with the application makeover this effort supported a 100% close rate for the last 3 years with a 98% retention rate.
- **Product Management/New Product Development** – Led research and design for all new product in all trading areas. Development platforms include desktop and web-based applications. Over 25 products in all including, Equities, FX, Futures, Options, TCA, and Strategic Execution offerings.
- **Marketing/Corporate Website** – Re-architected and wrote content for a completely new website direction – Launched Jan 2015. Currently re-architecting the next generation website for launch Jan 2018. Launched a microsite for MiFID regulation Aug 2017.
- **Branding** – Leading all marketing efforts for Brand direction, Branding material and assets. Managing all external vendors.



- **Documentation** – Managing the global documentation group, responsible for all customer facing documentation, help and training materials. Managing 2 reports in India. Advancing techniques and delivery methods with new technologies.
- **Client Support** – Responsible for all customer related new feature design. Work closely with customers to identify workflow improvements, and trading solutions including chart design, analytics reporting and big data visualization.

Portware - UX Consultant

Feb 2013 – Jan 2014

Reported to the Global Head of Product Management | Institutional Trading Technology | NYC, New York

Led teams in the re-positioning and redesign for two flagship applications. Redesigned Sales Presentation materials, Documentation and Branding materials setting the company in position for its successful acquisition by FactSet in Sept 2015.

ITG, Investment Technology Group - VP Global User Experience

May 2006 - Dec 2012

Reported to the Global Head of Development | Consulting, 1992-2001 | Full Time Contractor, 2001–2006 | FTE 2007-2012
Institutional Trading Technology Culver City CA, NYC New York

Built and managed the User Experience Group, managing up to 10 reports, including Design, Corporate Website and Documentation. Created innovative products and designs that set the standard for trading applications. Introduced new product designs and workflows that became cornerstone products within company's offerings, positioning the company as a leading application provider within the industry.

Skills and Software

- Team Management – have managed teams up to 10 FTEs
- Project Management – Budgets up to 1M
- Stakeholder management – Full updates and executive summaries keep stakeholders up to date
- High pressure environments and projects
- Have worked for 14 start-ups
- Creative problem solver both in business environments and engineering environments
- Cross-Domain flexibility – able to learn new areas of expertise quickly, able to learn new software quickly
- Flexible work schedule, available to travel worldwide
- Available to work remotely or onsite at project
- MS Office Suite – expert in all applications including VISIO
- Adobe Creative Suite – Photoshop, Acrobat, InDesign
- ASANA Task Software Admin Level
- Strong communication skills from the C-Suite to Vendors and Sub Contractors
- Clear and easy to use status reports for schedules, budgets and stakeholders that greatly improve team communication
- Excellent writer

Education


Carnegie Mellon University – BFA


Carnegie Mellon University – 2 Years towards a Master's in User Experience Design


Play - Backyard Astronomy | Camping | Art

 <https://www.karengrahamux.com/> Password for Portfolio page is KG2017

 www.linkedin.com/in/karengraham/

 **Portfolio** – Contact me for a full portfolio and process review

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