

# Daniela Cárdenas

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**Professional Profile** Avid problem-solver, collaborator and leader with a proven track record of improving processes and driving results. Passionately geared towards community and team-building.

<b>Core Competencies</b>	Project Management	Spanish Speaker
	Community Engagement	Public Speaking (Toastmasters)
	Leadership	Relationship Management
	Bicycle Mechanics	Process Improvement & Development
	Self-starter	Requirement/data Analysis
	Yoga Instructor	Salesforce and Nation Builder

**Experience**

Intern for process/operations improvement, **Boston Cyclists Union** May 2015-present

- Leading the charge in planning, coordinating and executing the Biketemberfest annual fundraising event. This entails recruiting volunteers, sourcing food and beverage from local donors and sourcing donors for raffle prizes and silent auction items.
- Spearheading a process improvement initiative to move away from paper sign-ups and onto an electronic method. This allows prospective members and/or volunteers to sign-up via tablet at various tabled events while also reducing data entry time by 80%.
- Mechanic and expediter at the Dudley Common Bike To Market.
- Partnered with the Boston Police Department to log all cycling or pedestrian related crashes into PB CAT (Pedestrian and Cyclist Crash Analysis Tool) in an effort to gain insights on crash patterns and conflict areas around Boston.

Volunteer, **Livable Streets Alliance** July 2015-present

- Worked in collaboration with the Deputy Director on their annual Tour De Streets fundraiser event in Nation Builder to organize teams and manage their event web page.
- Coordinated and recruited volunteers to work Tour De Streets.

Volunteer, **Somerville Bicycle Committee** May 2015-present

- I began attending these monthly meeting as a prospective sworn-in committee member in October 2015.
- Member of the Education and Enforcement sub-committee serving as a voice in Somerville to educate cyclists and motorists on safety and other programs offered in the city.
- Frequently coordinate with the Somerville Police Department to establish a strong working relationship between cyclists and the police department.
- Assist in tabling at the monthly commuter breakfasts at Somerville Whole Foods.

**Senior Product Innovation Associate**, Athenahealth, Inc. December 2013-May 2015

- Served as project lead, managed the product, development and design teams of a multi-year technical debt project.
- Overhauled the user interface of the product resulting in reduced implementation time by 75% in the first 2 phases of the project.
- Gathered requirements, use cases, and acceptance criteria from both internal and external stakeholders for each phase of the project.

- Delivered presentations, training sessions, webinars, and other materials to ensure clients and internal client-facing teams were equipped to handle improvements in the product.
- Met with executives of high-revenue clients to address their individual needs in each phase.
- Provided professional development mentorship to new-hires.
- Spearheaded a department-wide holiday team-building event by coordinating with the event guest speaker, determining budget, event location and audio/visual requirements.

**Senior Technical Project Associate**, Athenahealth, Inc. December 2012– December 2013

- Worked as a support liaison between clients and internal stakeholders while advocating for quick resolution time.
- Led knowledge management with the client support center to improve the triaging process of complex issues. This minimized the back and forth between teams which improved resolution time for clients.
- Worked cross-functionally with the development bug queue team to triage, assess and scope bugs and functionality gaps.

**Senior Project Associate**, Athenahealth, Inc. – November 2008-December 2012

- Served as project lead on multiple concurrent projects.
- Led weekly project status meetings, created and managed status reports and communicated progress to relevant stakeholders.
- Quickly promoted from implementation specialist to project associate to senior project associate.

Education

*Berry College*. Rome, GA – Bachelor’s of Arts, Religious Studies, Theatre  
*Nirvana Yoga School* - Yoga Alliance certified Yoga Teacher 200 hour training

References

**Pete Stidman** *Executive Director Boston Cyclists Union*  
**Michael Palantoni** *Senior Product Manager Athenahealth, Inc.*