

## Rae Sours

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### QUALIFICATION SUMMARY

- Excellent conflict resolution skills and demonstrates experience in directing and motivating multi-level talent.
- Experienced with coaching, training, and mentoring all levels of management across multiple departments and levels of experience.
- Ability to be flexible, take direction with ease, including changes to schedule and workflow priorities.

### EDUCATION

Bachelor of Science, Psychology, San Diego State University - 2012

### PROFESSIONAL EXPERIENCE

CHC Consulting, LLC

August 2017- Present

Software Development Project Manager

Main point of contact for all new build projects, enhancements, and system maintenance. Led the development of new processes for project stakeholder requests to successfully move through the project lifecycle seamlessly with highest communication.

- Daily process facilitator.
- Organize enhancement requests, maintenance, and bugs in project backlog.
- Implemented Jira for project tracking, team work assignment, and application support. Maintains accuracy and organization of Jira.
- Performs Requirements Elicitation meetings with Stakeholders.
- Document each System Enhancement Project Charter.
- Responsible for new product or enhancement requirements documentation.
- Coordinate with stakeholders to ensure acceptance criteria is validated. Ensure blockers meet resolution.
- Turn requirements and priorities into deliverables.
- Document all decisions for CHC system in Confluence document ensure team agreement acceptance. Epic and/or story creation documented based on these build or business decisions.
- Provide status to steering group at the end of each week.
- Act as a buffer between Development team and influencers.
- Participates in user acceptance testing. Confirms received issues/bugs before escalated to development.
- Responsible for end user system documentation creation. Ensures consistency of all documentation.
- Performs Level 1 and 2 User Support
- Escalate issues or outages to Development for Level 3 support
- Basic Knowledge of SQL Server Management Studio
- Data controls and clean up as needed

CHC Consulting, LLC

November 2016 - August 2017

## Executive Program Manager

Worked directly with C-Level Management to analyze current Corporate processes to drive improvement. Documented SOPs, trained appropriate employees, and handed off ownership of new processes. Projects included:

- Job Title Standardization
  - Worked closely with HR to document job title and job description standardization for approximately 800 employees
- Safety Program
  - Brought CHC Consulting into steadfast safety compliance. Safety policies included all employees, but focused greatly on employees that work in the field in adverse conditions.
  - Created all documentation for: footwear policy, heat and cold stress prevention, avoiding animals and insects, plan of action for when an accident does occur, and held monthly safety meetings with all Field employees to review various safety topics.
  - Compiled orphaned insurance forms and clinic visit sign off forms into Safety Policy for ease of access.
- New Hire Orientation
  - Created and delivered a crash course in CHC Consulting to be delivered to new hires on a bi-weekly basis.
- Managed the President/CEO's Calendar and travel arrangements.
- Created presentations to be delivered by the CEO quarterly to all management and bi annually to all employees.
- Created, implemented, and trained all levels on an Expense Management Policy. This outlined the brackets of appropriate spending, appropriate types of spending, and how to collect reimbursements.

CHC Consulting, LLC

April 2014 - November 2016

Director of Recruitment

Managed a team of Recruiters and Admin to support all internal recruitment and client staffing. Developed standardized processes for new work intake, pre-screens, submissions, interview preparation, and new hire onboarding.

- Developed and enforced KPIs for Recruitment team based on difficulty and volume of open positions.
- After new Engineering work was awarded, assisted management to identify the current daily capacity and determine the required capacity to complete the work.
- Process daily escalations of issues from client.
- Report weekly on productivity, status and quality as well as special or ad-hoc reports to executives.
- Implemented, configured, and managed Bullhorn ATS.
- Implemented digital onboarding system through Bullhorn Back Office. This dramatically reduced the turnaround time for Human Resources to gather and verify all onboarding paperwork from weeks to days or hours.
- Oversaw and managed IT Consultants to build a new company website and wrote original content to post to website "Industry Insights" blog page.
- Implemented various recruitment tools to gather and funnel passive and active candidates directly into Bullhorn ATS.

CHC Consulting, LCC

October 2012 – April 2014

Recruiter

Responsible for sourcing, prescreening, and submitting candidates to staffing clients as well as internal CHC management. Roles filled for clients and CHC included Administration, Project Management, Project Coordinators, Field Supervisors, OSP Engineers, Application Development, and Technical Architects.

- Assisted to build and maintain a team of high functioning Engineers, fielders and ROW agents to carry out and maintain a profitable Engineering organization.
- Conducted interview training preparation and training with candidates.
- Administered computer based typing, Excel, Outlook, and Engineering problem solving assessment tests.
- Able to assess candidate's knowledge of drafting systems (CAD, Microstation, etc.).
- Able to assess candidate's knowledge of Outside Plant design such as Permitting, Pole Loading, GPON Architecture, Conduit Design, GO95, and NESC standards.
- Demonstrated superior time management skills when working on high volume fills or multiple roles at one time.
- Constantly maintained professional tact in a fast-paced work environment with internal personnel and clients.