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## JENNIFER AMADOR

SR. SOLUTIONS CONSULTANT

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### PROFILE

Experienced and highly capable solutions consultant & project manager seeking new challenges and greater responsibility and to leverage my leadership and problem-solving skills to improve business processes.

### CONTACT

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Austin, Texas

### SKILLS

Proficient in MS Office Suite, G Suite, Power Automate, Smartsheet • Excellent communication, presentation, organizational, and project management skills • Highly effective in managing cross-functional teams • Ability to quickly learn no-code automation tools, and tools that rely on simple domain-specific languages • Socialize processes to the organization • Identify business needs that be served through these optimizations • Fluent in English and Spanish

## EXPERIENCE

### SMARTSHEET (JANUARY 2022 – PRESENT)

#### SR. SOLUTIONS CONSULTANT (NOVEMBER 2023 – PRESENT)

Facilitates the professional development of colleagues by offering support and guidance. Ensures the quality of customer engagements and solutions through meticulous oversight. Spearheads sales and revenue growth by identifying lucrative upsell and cross-sell opportunities. Serves as a subject matter expert, delivering comprehensive training and support to both sales teams and clients. Maintains up-to-date knowledge of industry trends and emerging technologies to consistently refine solution offerings. Participated in the PS Product Officers Program from September 2023 to present, focusing on the development and execution of product readiness plans aligned with strategic objectives and market demands.

#### SOLUTIONS CONSULTANT (JANUARY 2022 – NOVEMBER 2023)

As Project Manager, oversees software solution implementations across diverse industries. Directs cross-functional teams to design and deliver high-quality solutions. Leads Discovery Workshops to understand client needs and pain points, translating them into Smartsheet solutions. Presents findings to stakeholders and C-level executives to inform future business strategies. Develops best practices for consulting and implementation.

### THRIVE PET HEALTHCARE (AUGUST 2017 – JANUARY 2022)

#### LEGAL OPERATIONS MANAGER (JANUARY 2021 – JANUARY 2022)

Automated production, distribution, and collection of 1,400+ employee contract amendments. Introduced Smartsheet and Ironclad CLM for enhanced contract management processes. Improved contract creation speed by 50%. Facilitated cross-departmental brainstorming sessions for innovative initiatives. Established and maintained dashboards for stakeholders, offering comprehensive metric, KPI, and project updates. Implemented automated solutions for legal, M&A, and recruiting functions.

#### OPERATIONS PROJECT MANAGER (OCTOBER 2018 – JANUARY 2021)

Oversaw End of Day cash management process for 100+ veterinary hospitals. Led Daily Closure project during COVID-19 peak to track closures across sites. Developed and managed staffing, recruiting, terminations, and separations process for 700+ employees. Directed large-scale projects with teams exceeding 20 collaborators.

#### PROJECT MANAGER (NOVEMBER 2017 – OCTOBER 2018)

Oversaw construction timelines for 90+ veterinary hospitals. Provided regular updates to stakeholders on deliverables, risks, and schedule changes. Conducted site visits and punch walks to ensure adherence to architectural plans and project specifications throughout the construction process.

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