

Kathleen Booker, PMP, CSM

Project & Program Management Portfolio

Healthcare Operations • Process Improvement • Cross-Functional Leadership

Selected work turning operational complexity into clear, scalable systems, with measurable results across governance, delivery, and client experience.

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01 Operations Support Intake Redesign

PROBLEM

Support requests arrived through inconsistent channels with unclear ownership, causing delays, duplicated effort, and missed follow-ups.

APPROACH

Mapped the end-to-end intake process, designed a single standardized intake framework with clear routing and ownership, and rolled it out with documentation and hands-on team enablement.

BUSINESS IMPACT

Created a repeatable, transparent intake system that teams adopted quickly and that leadership could actually see into.

METRICS

85% framework adoption within 90 days.

TECHNOLOGY

Asana, Google Workspace, Confluence, process mapping.

LEADERSHIP

Process design, change management, cross-functional alignment, adoption focus.

02 Cross-Functional Workflow Redesign

PROBLEM

Work moved across multiple teams with unclear handoffs, slowing delivery and creating rework at the seams between functions.

APPROACH

Facilitated cross-functional mapping sessions, redesigned handoffs and status flows, and standardized planning and reporting so every team worked from the same picture.

BUSINESS IMPACT

Faster, cleaner delivery with fewer dropped handoffs and clearer accountability across functions.

METRICS

20 to 35% improvement in delivery speed.

TECHNOLOGY

Smartsheet, Jira, Miro, Microsoft 365.

LEADERSHIP

Cross-functional coordination, translation between teams, facilitation.

03 Root Cause Analysis Program

PROBLEM

Recurring client escalations were treated as one-off fixes, so the same issues kept resurfacing and eroding trust.

APPROACH

Stood up a structured root cause analysis program: categorized recurring issues, traced them to source, and built corrective actions and SOPs into the workflow.

BUSINESS IMPACT

Shifted the team from firefighting to prevention, lifting resolution quality and rebuilding client confidence.

METRICS

22% fewer escalations, first-time resolution improved 65% to 82%, and mean time to resolution cut 30%.

TECHNOLOGY

Salesforce, Power BI, Excel, SOP documentation.

LEADERSHIP

Analytical rigor, problem-solving, executive reporting.

04 Operational Readiness & Governance Framework

PROBLEM

A growing portfolio of concurrent initiatives lacked consistent governance, making risk, status, and priorities hard to manage at scale.

APPROACH

Designed a PMO-style governance framework with standardized intake, stage gates, risk tracking, and executive reporting across the portfolio.

BUSINESS IMPACT

Gave leadership a clear, consistent view of the whole portfolio and accelerated how quickly new initiatives got up and running safely.

METRICS

85% adoption acceleration and 25% risk reduction across 15+ concurrent initiatives in a \$5M portfolio.

TECHNOLOGY

Microsoft Project, Smartsheet, Power BI, governance tooling.

LEADERSHIP

Program governance, portfolio management, executive stakeholder management.

05 Asana Standardization

PROBLEM

Teams tracked projects in different ways, so status was inconsistent and leadership spent time chasing updates instead of reading them.

APPROACH

Standardized project structure, templates, statuses, and naming in Asana, then trained teams and documented the standard so it would stick.

BUSINESS IMPACT

One consistent source of truth for project status, less time spent in status-chasing, and cleaner reporting for leadership.

METRICS

Consistent adoption across teams with noticeably reduced status-chasing.

TECHNOLOGY

Asana, Google Workspace, documentation.

LEADERSHIP

Tool governance, training and enablement, standardization.

06 Call Branding Initiative

PROBLEM

Outbound calls to members were going unanswered and drawing complaints because numbers appeared unfamiliar or untrusted.

APPROACH

Coordinated a caller-branding and outreach-hygiene effort with vendors and internal teams, improving how numbers presented and tightening do-not-call handling, backed by clear documentation.

BUSINESS IMPACT

Improved the odds that members answered and engaged, while reducing friction and complaints tied to outreach.

METRICS

Higher member answer and engagement rates with fewer outreach complaints.

TECHNOLOGY

Telephony workflow, vendor platforms, process documentation.

LEADERSHIP

Vendor management, cross-functional coordination, compliance awareness.

07 AI Agents for Project Managers (Workshop)

PROBLEM

Many project managers wanted to use AI in their work but lacked a practical, trustworthy starting point.

APPROACH

Built and facilitated a workshop translating AI tools and agent concepts into concrete PM use cases, with a slide deck, speaker notes, and a one-page takeaway guide.

BUSINESS IMPACT

Gave a room of PMs a grounded, practical way to apply AI to real project work, and established Kathleen as a go-to voice on AI for PMs.

METRICS

Delivered to 20+ project management professionals through ABWIPPM.

TECHNOLOGY

ChatGPT, Claude, Microsoft Copilot, PowerPoint, Canva.

LEADERSHIP

Thought leadership, facilitation, teaching and enablement.

08 BookHer Events

PROBLEM

Clients needed events that ran smoothly without having to manage a tangle of vendors, timelines, and details themselves.

APPROACH

Ran events end to end as founder: scoping, budgeting, vendor coordination, timeline management, and day-of execution, all under one point of accountability.

BUSINESS IMPACT

Delivered polished, well-run events with clients freed from the operational load, driving referrals and repeat business.

METRICS

Repeat and referral clients built on consistent, reliable delivery.

TECHNOLOGY

Google Workspace, Canva, planning and budgeting tools.

LEADERSHIP

Entrepreneurship, client management, operational execution.