

KYRA HU

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TECHNICAL SKILLS

Project Management

- ClickUp
- Monday
- Workfront
- Jira
- Trello
- Notion

CRM

- Salesforce
- Zoho

AI

- ChatGPT (Agents, Codex)
- Claude (Agents, Code, Cowork)
- Microsoft Copilot

CORE COMPETENCIES

- New Initiative Launch
- Executive Partnership
- Strategic Planning
- Cross-functional Leadership
- Operating Cadence
- KPI Development
- Stakeholder Management
- Vendor & Partner Negotiation
- Team Leadership & Coaching

EDUCATION

Brown University

- Bachelor of Arts in Engineering
- Bachelor of Arts in Education Studies

EXPERIENCE

Head of Operations

2025 – 2026

FoodServiceIQ

- Architected FSIQ's operating backbone from company formation, translating founder knowledge into dozens of CRM workflows, ClickUp dashboards, templates, SOPs, and client-lifecycle processes supporting 30+ clients and a growing team of project managers
- Designed and launched FSIQ's Monthly Savings Report, translating complex data into a standardized client product used to demonstrate value and support billing
- Partnered with the CEO and leadership team to establish company-wide KPIs, operating cadences, and accountability systems, contributing to a 30% reduction in key client-process cycle times and a 15% reduction in operating costs
- Directed and mentored three PMs through a high-autonomy model, empowering independent execution while providing accessible decision support, quality review, and escalation management
- Identified staffing needs and helped build FSIQ's hiring process, sharpening interviewing and assessment methods to bring on PMs and outside creative support as the team scaled
- Managed FSIQ's core vendor and technology stack, handling implementation and pricing negotiations as the company scaled

Senior Project Manager

2024 – 2025

Success Academy Charter Schools

- Owned end-to-end delivery of dozens of concurrent web, digital, and print assets from creative brief to final launch for a high-volume in-house marketing team
- Orchestrated collaboration across external stakeholders, vendors, freelancers, and internal Studio teams, leveraging Monday.com and Google Workspace to keep complex workflows on track
- Anticipated and mitigated project risks before they escalated, safeguarding the accuracy, efficiency, and on-time delivery of every client deliverable

Project Manager

2023 – 2024

ConcentricLife

- Led day-to-day, in-house project management for a portfolio of global clients, partnering across internal and external teams to execute integrated marketing campaigns on time and on budget
- Built and maintained end-to-end project plans, timelines, and financial estimates for multiple fast-paced projects, using Adobe Workfront to track status, resourcing, and deliverables
- Designed and implemented new workflow systems that reduced production time and budget

Project Coordinator

2022 – 2023

Wunderkind

- Launched cross-functional initiatives, including standardized request forms, reusable task blueprints, and process documentation streamlining collaboration and accelerating cross-team assignment turnaround
- Managed task workflows and coordinated logistics across the full sprint planning cycle, keeping agile teams aligned and on schedule
- Designed and refined executive-facing reporting that improved visibility into key performance metrics and sharpened accuracy in tracking department goals

Program Coordinator

2021 – 2022

Project Sunshine

- Drove program and product management for Project Sunshine's virtual and in-person programs and their supporting systems, ensuring seamless delivery across formats
- Served as the key liaison between hospital partners, volunteers, and the Project Sunshine team, building trusted relationships and aligning stakeholders around shared goals