

Kirsten Bachert

Operational Strategy & Leadership

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Denver, Colorado

15+

Years Ops & Strategy

10

Years GM · Shoe Carnival

60+

Direct Reports Managed

5+

Turnaround Locations

EXPERIENCE

Founder, CEO & Director of Business Strategy 2026 - Present

Independent Consulting Practice

- Founded to bring senior operator expertise to SMBs: diagnose broken ops, build systems, exit with processes that hold.
- Engagements span hiring & retention systems, manager coaching, compliance, policy design, and full operational resets.

Firmware Release Manager 2026 - Present

National Telecommunications Provider · Device Engineering & Operations

- Release management discipline applied to carrier-scale device engineering; cross-functional delivery coordination.
- Stakeholder communication on scope, readiness, and go-live status across engineering and operations teams.

Software Engineer → Team Lead → Project Manager 2021 - 2026

Midwestern Interactive · Software Agency

- Applied retail operator discipline to enterprise software: rebuilt broken delivery processes, aligned stakeholders, shipped.
- Led Scrum teams as CSM; built delivery frameworks from scratch for Mpix, Beck's Hybrids, MillersLab, You.com.

General Manager — Turnaround Specialist 2010 - 2020

Shoe Carnival · National Retail Chain

- Assigned exclusively to chronic underperformers — stores flagged for closure with broken culture, shrink, and failing P&L.
- Rebuilt operations, culture, and P&L performance across locations; converted high-theft stores into low-shrink performers.
- Managed full P&L, teams of 20–60, loss prevention strategy, and peak season operations moving millions of dollars.
- Maintained full store operations solo through a complete staff departure — recruited and trained a new team in parallel.
- Developed assistant managers into reliable leaders; built team structures that held after turnaround completion.

EDUCATION & CREDENTIALS

BS Business Administration · Organizational Leadership · SNHU

Certified ScrumMaster (CSM) · Scrum Alliance

I walk into systems that aren't working, understand them completely, and rebuild them to hold.

OPERATIONS LEADERSHIP

- Store & team turnarounds
- P&L management & margin recovery
- Loss prevention & shrink reduction
- Inventory systems & control
- Peak season & crisis operations
- Policy & compliance design

PEOPLE & CULTURE

- Hiring, onboarding & retention
- Manager coaching & development
- Performance rhythms & accountability
- Team rebuilds under pressure
- Culture stabilization
- Workforce planning

STRATEGY & SYSTEMS

- Operational audits & diagnostics
- SOPs, handbooks & governance
- Process documentation & training
- Fractional ops leadership
- Business case & cost-impact framing
- Stakeholder communication

Independent Consulting Practice