

# KIRSTEN BACHERT

Project Manager  
Business Analyst · CSM  
Denver, Colorado

## CONTACT

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## PM SKILLS

Agile · Scrum · Kanban · Hybrid  
Sprint planning & facilitation  
Release management  
Risk identification & mitigation  
Stakeholder communication  
Jira · Confluence · Asana

## BA SKILLS

Requirements & documentation  
Process mapping & gap analysis  
P&L & cost-impact framing  
Business case & ROI analysis  
KPIs · Tableau dashboards  
Stakeholder interviews & elicitation

## TECHNICAL

C# · .NET · React · JavaScript  
Full SDLC comprehension  
Defect & QA coordination  
API concepts & integrations  
Tech debt assessment  
Code review participation

## EDUCATION

### BS Business Administration

Organizational Leadership · SNHU

### Certified ScrumMaster (CSM)

Scrum Alliance

PM and BA who's actually been in the trenches — 10 years fixing broken retail operations, then 5+ years in enterprise software delivery writing production C# and React before moving into technical project management. I work the space between executive stakeholders and engineers: same conversation, two audiences, one delivery plan. I still understand the codebase. If bridging that gap is what you're hiring for, let's talk.

## EXPERIENCE

### Firmware Release Manager

2026 – Present

National Telecommunications Provider · Device Engineering & Operations (Employer confidential)

- Disciplined firmware release execution across engineering and operations in a carrier-scale environment.
- Stakeholder communication on scope, readiness, and go-live for network device release programs.
- Cross-functional coordination across engineering, QA, and operations throughout the release cycle.

### Software Engineer → Team Lead → Project Manager

2021 – 2026

Midwestern Interactive · Software Agency

- Owned full SDLC delivery for enterprise clients including [Mpix](#), [Beck's Hybrids](#), [MillersLab](#), and [You.com](#).
- Wrote production C# and React; transitioned into leading Scrum teams as CSM and owning end-to-end delivery.
- Led Scrum teams as CSM; built delivery frameworks where none existed; managed complex multi-team releases.
- The consistent bridge between executive stakeholders and engineering — two audiences, one delivery plan.

### Founder & Web Developer

2020 – 2021

Darling Web Development · Freelance

- Built and delivered websites for local businesses while making a deliberate transition from retail into tech.
- Managed full client lifecycle from requirements to launch; direct bridge to enterprise delivery at MWI.

### General Manager — Turnaround Specialist

2010 – 2020

Shoe Carnival · National Retail Chain

- Assigned to chronic underperformers flagged for closure; rebuilt P&L, teams, culture, and inventory systems.
- Managed full P&L, teams of 20–60, loss prevention strategy, and peak ops moving millions.
- Maintained operations solo through a full staff walkout — hired and trained a replacement team in parallel.
- The same diagnostic discipline that fixed broken stores is what fixed broken delivery pipelines at MWI.

## ALSO

Founder & CEO · systems-first operations consultancy for small and mid-size businesses.