Rula M. Osman, CSM

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PROFESSIONAL SUMMARY

Detail oriented project coordination professional with 6+ years of experience supporting multiple stakeholder programs, executive teams, and cross functional operations in fast paced, high visibility environments. Prepared status reports and presentations, tracked budgets and invoices, managed consultant and vendor documentation, coordinated meeting logistics, and maintained organized project files and databases. Managed multiple concurrent projects with accuracy and follow through, liaised professionally with internal teams and external clients/vendors, and supported leadership in performance reviews and proposal development. Brought strong Microsoft Office (Word, Excel, PowerPoint, Access) proficiency along with hands on experience in CRM/database systems (Salesforce, SharePoint, Smartsheet).

CORE COMPETENCIES

Project & Program Coordination • Status Reporting & Presentations • Accounts Payable & Invoice Review • Budget & Financial Tracking • Vendor & Consultant Management • Meeting Logistics & Minutes • Database & Records Management • Proposal & Contracting Support • Client & Stakeholder Relations • Cross Functional Team Coordination

Systems & Tools: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Teams, Access) • MS Project • Salesforce • SharePoint • Smartsheet • Microsoft Forms • Zoom/Teams Meeting Technologies • Adobe Acrobat • Jira • Power BI • Tableau

PROFESSIONAL EXPERIENCE

Administrative Assistant, Project and Operations Coordination | Mayo Clinic **Oct 2024 to Present**

Rochester, MN

- Coordinated with internal teams and external vendors to gather project updates and deliverables, preparing consolidated status materials and reports for leadership across concurrent, multiple stakeholder initiatives.
- Led from start to finish coordination of a high profile international engagement for a physician delegation from Qatar, managing meeting logistics, itineraries, cross departmental scheduling, and vendor communications, serving as the primary point of contact throughout.
- Served as primary liaison between Mayo Clinic and external vendors on a website/app project and a major facility renovation, coordinating schedules, tracking deliverables, and maintaining documentation from kickoff through delivery.
- Maintained operational records, budget tracking, and action item documentation for biweekly leadership meetings in SharePoint, taking and distributing meeting notes and exercising discretion with confidential information.
- Coordinated three concurrent recruitment processes from start to finish, managing database entry, interview scheduling across up to 9 stakeholders, and documentation to ensure consistent, accurate delivery.
- Identified compliance gaps in an internal review process and led a workflow standardization effort, designing corrective procedures and digital forms that improved data accuracy and reduced errors across the department.
- Co led a departmental wellbeing committee, managing event budgets, vendor coordination, and stakeholder communications, raising $2,405 across two fundraising campaigns.

Guest Services Concierge | American Cancer Society, Hope Lodge (Part Time) **Mar 2026 to Present**

Rochester, MN

- Coordinated referrals and eligibility screenings for a benefactor funded residential program, communicating requirements and next steps to guests and care teams with accuracy and professionalism.
- Managed check ins, records, and a dynamic waitlist to optimize program capacity while maintaining accurate, audit ready documentation across shifts.

Associate Personal Banker | Teller | Wells Fargo Bank, N.A. **Aug 2023 to Oct 2024**

Rochester, MN

- Managed 150+ daily customer relationships, ensuring accuracy and compliance across financial transactions and account servicing in a high volume environment.
- Conducted root cause analysis on declining branch performance metrics and implemented a process improvement (digital check in solution) that improved branch performance by 30%.

- Resolved complex account, billing, and payment issues by researching discrepancies and applying regulatory guidelines, ensuring accuracy across each interaction, experience directly applicable to reviewing and resolving accounts payable and invoicing issues.

Data Analyst | Basha Basha Developed Projects Co., Ltd. **Dec 2022 to Apr 2023**

Khartoum, Sudan

- Conducted financial and operational data analysis, translating findings into actionable recommendations that reduced operational waste by 45%.
- Built and maintained weekly performance dashboards in Excel; generated standard and ad hoc financial reports using Odoo ERP to support planning, reconciliation, and inventory decisions.

Assistant Project Coordinator | UNESCO CapED Program **Feb 2020 to Jan 2023**

Khartoum, Sudan

- Coordinated program rollout and database/documentation management across 35+ international teams, standardizing communications to ensure consistent, accurate delivery of program information.
- Presented program objectives and budgets to government stakeholders and international partners to secure funding, then managed venue, staffing, and logistics budgets, experience directly parallel to proposal, fee development, and financial tracking support.
- Facilitated orientation sessions for international partners, adapting content and delivery to varied audiences and organizational contexts.

EDUCATION

Master of Business Administration (MBA)

Arizona State University, W.P. Carey School of Business, Expected Spring 2028

B.S. (Honors) in Applied Economics

University of Medical Sciences and Technology, Dec 2022

CERTIFICATIONS & CREDENTIALS

- Certified ScrumMaster (CSM) | Scrum Alliance, July 2025
- Entry Level Certificate in Business Analysis (ECBA), In Progress (Expected August 2026)
- Google Project Management Certificate | Coursera, Feb 2025
- Python for Non Programmers Certificate | LinkedIn Learning, Sep 2023

LEADERSHIP & VOLUNTEER EXPERIENCE

Workgroup Co Lead | Mayo Employee Resource Group **Nov 2025 to Present**

- Led a website rebranding initiative, gathering stakeholder requirements and managing the project through delivery.
- Designed and administered an annual satisfaction survey, analyzed results, and presented recommendations to leadership.

Wellbeing Champion & Committee Co Lead | Mayo Clinic **Aug 2025 to Present**

- Co created and co led a departmental committee, raising $2,405 across two fundraising campaigns through event planning, stakeholder communications, and delegation.

LANGUAGES

English (Fluent) • Arabic (Native) • Turkish (Elementary)