

TESSA HUSEMANN

MANAGEMENT GENERALIST

SKILLS

Team leader, collaborative problem solver. 6+ years of experience in program management and operations. Strong writing, presentation, and relationship-building skills. German-American. Quadrilingual.

EXPERIENCE

OPERATIONS MANAGER

Project Sentinel, Santa Clara, CA / Oct 2016 – Jun 2021

Operational lead for a team of 18. Recruited, trained, and supervised staff.

Responsibilities included managing external relationships for 15+ contracts with jurisdictional staff for local counseling and mediation programs, ensuring contract goals were met, reviewing work performed and assisting with complex issues, reviewing invoices, preparing reports, drafting proposals for grants and local funding.

Built strong relationships with staff and bench officers at Santa Clara County Superior Court that led to increased collaboration between the Court and Project Sentinel. Created the Unlawful Detainer Mediation Program in 2016 as a day-of-court service available to litigants facing eviction. Added additional dispute resolution services in 2019 for Civil Harassment/Elder Abuse and Small Claims litigants.

Built a team of 45 volunteer mediators. Recruited members, provided training in mediation and civil law, organized events, managed outreach, and authored reference material.

MANAGEMENT CONSULTANT

Blue Beyond Consulting, San Francisco Bay Area, CA / Aug 2015 – Sep 2016

Trained new hiring managers and organized global onboarding events for a multinational corporation. Composed and designed a strategic plan for a California university. Wrote internal company stories and employee spotlights for an American multinational software company.

VOLUNTEER MEDIATOR


Mozilla, San Francisco Bay Area, CA / Feb 2015 – Jul 2015


Provided mediation and facilitation services while waiting for my work permit. Global facilitator for Mozilla's Diversity & Inclusion Program.


Superior Court, Santa Clara & Alameda County, CA / May 2013 – Jul 2015

Mediated >150 civil cases, ~80% of which resulted in negotiated agreements. Brokered and drafted settlement contracts to resolve cases without going to trial. Trained new mediators through various local mediation certification courses.

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EDUCATION

M.A. Mediation and Private Law

Université Lyon II, France
2012 - 2014

B.Sc. Urban Planning

Technical University Berlin
2008 - 2011