

KAREN COUCH, AIA

Senior Project Manager

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PROFESSIONAL SUMMARY

Accomplished Architectural professional experienced with design and project management, bringing projects from vision to reality. Adept at managing all phases of project development, including planning, design, and execution, while maintaining strong focus on collaboration and results. Known for adaptability and reliability, showcasing skills in creative design solutions and effective communication.

WORK HISTORY

Interior Image Group - Senior Project Manager

Crown Point, IN (Fully Remote) • 08/2025 - 07/2026

- Led and managed 3-4 large-scale new construction hospitality projects from concept through construction documentation, ensuring projects are delivered on time, within budget, and aligned with client expectations.
- Provided strong project leadership and team management, including assigning tasks, overseeing schedules and resources, mentoring 2-3 team members, and driving high-quality design execution.
- Served as the primary client and architect of record contact, managing relationships, facilitating communication, leading presentations and meetings, and ensuring client satisfaction throughout the project lifecycle.
- Oversaw technical design coordination and documentation, including construction documents, FF&E specifications, consultant coordination, code compliance (ADA, building codes, hotel brand standards), and construction administration activities.
- Experienced with working with third-party companies overseas to produce construction documentation.
- Leveraged Autodesk Revit to review BIM models, coordinate multidisciplinary design deliverables, perform constructability reviews, and ensure the accuracy and quality of construction documentation.

The Gettys Group - Senior Project Manager

Chicago, IL • 11/2023 - 05/2025

- Managed 4-5 large-scale hospitality projects concurrently with tight deadlines and budgets while consistently meeting key milestones at every project phase cultivating a strong client relationship.
- Coordinated with internal and external stakeholders to maintain project cohesion by leading the coordination of documentation across all disciplines.
- Provided technical guidance and mentorship to junior and intermediate team members as required encouraging a culture of collaboration, innovation, and continuous improvement.
- Oversaw all project documentation along with client and brand submittals; led internal QA/QC reviews of technical drawings and FF&E specifications for compliance with codes, standards, and budgets.
- Adapted quickly to unexpected challenges or obstacles encountered during project execution, devising creative solutions without compromising objectives.
- Championed the adoption of Smartsheet across project teams to streamline communication and enhance real-time progress tracking for improved deliverable quality.
- Worked with upper management to restructure the design team to improve project efficiency and reduce project turnaround time through optimized workflows and clear communication channels.

CORE COMPETENCIES

- Effective management of multiple projects concurrently
- Project plan development and implementation
- Space planning
- Clear documentation practices
- Consultant coordination
- Thorough quality control reviews
- Project scope management
- Project scheduling
- Client relationship management
- Construction administration

EDUCATION

University of Illinois At Urbana-Champaign

Champaign, IL • 08/2007 - 05/2009

Master: Architecture

- Thesis: Constructing Literacy: a design for a Chicago Children's Learning Center
- 3.91 GPA

University of Illinois At Urbana-Champaign

Champaign, IL • 08/2003 - 05/2007

Bachelor of Science: Architectural Studies

- Member of James Scholar Honors Program 2003-2007
- Dean's List Spring and Fall Semesters 2003-2007
- Charles Clemens Councill Memorial Scholarship Recipient
- 3.82 GPA

Study Abroad:

École d'Architecture - Versailles, France
Fall 2005 - Spring 2006

CERTIFICATIONS

Texas Licensed Architect
04/2025

NCARB Certified
09/2016

Illinois Licensed Architect
02/2016

LEED AP BD+C Accredited
07/2011

NORR - Project Manager

Chicago, IL • 03/2022 - 10/2023

- Effectively oversaw 20-30 small-scale restaurant projects at once, strategically prioritizing tasks based on urgency, resource availability, and alignment with client expectations.
- Led a team of 4-6 junior staff members in quality assurance and quality control procedures for all deliverables while providing mentorship for their personal growth and career development.
- Coordinated scope and timeline changes with internal teams, external consultants, and clients to keep deliverables aligned with project goals.
- Managed project planning, resource allocation, budgeting, financial reporting, and project forecasting using Deltek, ensuring efficient project execution and adherence to schedule and budget.
- Participated in monthly administrative meetings with leadership team to assess work plans, schedules, and project profitability.
- Cultivated and strengthened positive client relations to ensure business continuity and drive business growth.

O'Kelly Kasprak - Project Manager

Chicago, IL • 10/2014 - 02/2022

- Led multi-disciplinary architecture and interior design teams across diverse projects, from small airport concessions and restaurants to extensive multi-family and hotel renovations, overseeing each phase from concept to completion.
- Facilitated collaboration among internal and external stakeholders, ensuring project cohesion by overseeing documentation coordination across all disciplines, including MEP, lighting, kitchen, and other consultants.
- Established and standardized firm-wide office and drawing production protocols to enhance efficiency, accuracy, and consistency across all projects.
- Mentored 1-2 junior staff members by providing guidance on best practices in architectural design and project management.
- Maintained client relationships by providing timely project updates and responding to design questions.

Sarfatty Associates - Associate Project Manager

Wilmette, IL • 06/2012 - 09/2014

- Supported project managers in overseeing a small project team, facilitating the production of design and construction documents for various retail, office, and restaurant projects.
- Monitored project progress through consistent status updates, proactively identifying potential challenges and implementing corrective measures while providing regular updates to supervisors to ensure transparency and alignment with project goals.
- Managed client communications to clarify deliverables, timelines, and outstanding follow-up items.
- Prepared design and construction documents for client review and internal coordination.
- Coordinated consultant input to keep drawings, revisions, and approvals moving through the project workflow.

JTS Architects - Architectural Intern & Project Coordinator

Elk Grove Village, IL • 02/2010 - 06/2012

- Conducted site visits and documented existing conditions for use in project development.
- Utilized computer program AutoCAD and prepared 100% of architectural drawings.
- Coordinated with engineers and contractors to ensure seamless integration of architectural designs during construction phases.
- Performed code reviews to ensure compliance with local regulations and zoning requirements before submitting permits to authorities.

TECHNICAL SKILLS

- AutoCAD
- Revit
- SketchUp
- Bluebeam
- Microsoft Office Suite
- Adobe InDesign
- Adobe Photoshop
- Smartsheet
- Design Spec
- Deltek Vantagepoint