

PROJECT MANAGER

Business-savvy technical professional with a proven track record managing projects to meet milestones and budget requirements. Skilled in leading strategic business development initiatives through planning, development, and implementation, successfully achieving goals and meeting customer requirements. Created and managed schedules and collaborated with cross-functional teams to achieve on-time project completion. Strong communicator with a demonstrated ability to connect with diverse audiences. Professional Strengths Include:

Strategic Planning • Budgeting, Finance, Auditing • Client Relations

Technology Implementation • Vendor Coordination • Training

Risk Management • Problem Resolution • People Management

Windows, Mac OS X, MS Office (Word, Excel, PowerPoint, Outlook), MS Project, HTML

ACHIEVEMENTS & HIGHLIGHTS

- **Implemented new scanning platform:** Saved organization \$3M over 2 years; Reduced SLA time 3 hours per day
 - **Led 13 member cross-functional team in implantation of new communication technology;** Reduced errors by 40% across 200 branches
 - **Developed Electronic Records Storage:** Reduced annual operations expenses by 12%
-

PROFESSIONAL CAREER HISTORY

XYZ Corporation, Austin, Texas

2010-Current

Project Manager (2012-Current)

Led high profile projects from design through implementation, keeping senior level management and business partners informed through each process. Supported 6 financial planning consultants—each managing over 300 clients and 4 senior account executives with multi-million dollar active books of business, providing technical and product assistance.

- Led team meetings to communicate progress and resolution of client issues, receiving multiple teamwork, leadership, innovation, and process integration awards from senior management.
- Transitioned manual document processing, check reconciliation, billing, and reporting to fully automated and remote system, achieving efficiency, accuracy, and timely execution.
- Oversaw and delegated operational responsibilities and processing tasks to appropriate team members, ensuring completed assignments met client expectations.
- Managed communication flow between technical writers, engineers, end-users, and support staff throughout each project, keeping projects within scope and on-time.
- Appointed as local and national subject matter expert and point of contact for 2nd level technical and product support, efficiently addressing priority requests and providing prompt resolution to escalations.

Project Coordinator (2010-2012)

Supported 2 Project Managers and 100 clients across multiple industries.

- Managed internal audits to assess government compliance, alleviating organization's exposure to risk.
- Assisted clients with defining and achieving project goals. Drove client experience to high levels of satisfaction by adhering to the "customer first" principles; receiving Coordinator of the Year award in 2011.

XYZ Corporation, Houston, Texas

2006–2010

Service and Acquisition Specialist

Provided support services for 100s of customers with technology needs, account disputes, information updates, billing inquiries, changes and adjustments.

- Resolved issues via email and phone; analyzing escalation trends to assess and implement improvement.
- Designed change initiatives and built and delivered processes, meeting “first contact resolution” goal and thereby improving customer satisfaction.

XYZ Corporation, Dallas, Texas

2003–2005

Contractor - Project Coordinator

Led and directed assessment and audit projects of portfolios. Resolved client escalations and assisted with funding and closing of portfolio transitions.

- Composed, edited, and tested training materials, easing project implementation across each business unit.
- Researched issues, identified origination, and resolved customer problems. Provided management with reports outlining problem causation, corrective action, and recommended process changes.

EDUCATION, TRAINING & CERTIFICATION

Bachelor of Business Administration, *The University of Texas at Austin*, Austin, Texas

Project Management Professional (PMP), *Project Management Institute*

2014

COMMUNITY SERVICE

United States Peace Corps • Nakhon Pathom, Thailand

2001–2003

Volunteer

Traveled abroad to teach English as a second language at a university-level educational institution.

- Actively participated in community outreach projects such as tutoring local law enforcement in business English, assisting with livestock feedings and upkeep, and conducting workshops on Internet use.
- Learned basic Thai and completed Peace Corps training in 3 months.