# JESSICA CLAIRE

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## PROFILE

Value-driven technology project manager, specializing in complex data-driven business solutions.

## EDUCATION

**Bachelor of Science**: Business, Information Technology Management, 2013
**Western Governors University**

## CERTIFICATIONS

Professional Scrum Master

CompTIA Project+

CIW Web Foundations Associate

## CORE QUALIFICATIONS

- Project Management
- Business Analysis
- Scrum/Kanban
- Agile

- Strategic Planning
- Product Management
- Process Improvement
- Stakeholder Management

## SKILLS

- Methodologies: Scrum, PMBOK, IIBA BOK, Agile
- Languages/Software: MS Project, MS Office, MS Sharepoint, SalesForce, Atlassian Confluence, Atlassian JIRA, Clarizen, Remedy AR, FogBugz, Plateau LMS, Merced, WordPress, HTML, Wiki markup
- Databases/Operating Systems: Windows, Mac OS, Oracle, Greenplum
- Industries: Healthcare business intelligence, healthcare software, wireless telecommunications

## PROFESSIONAL EXPERIENCE

**ISS Project Manager - Database Development**, 2012 - Current
**Lpl Financial Services** – Fairport, NY
Program manager for a large queue of integrated data warehouse projects for client-facing healthcare business intelligence systems for various data sets and logic implementation, including:
- Medical encounter
- Financial accounting
- Contact center
- Foundation/Donor

Act as a liaison between technical personnel and client-facing personnel by gathering and managing requirements and defining project scope.

Facilitate technical discovery and start up meetings to communicate project objectives, requirements, and process orientation.

Develop scope statements and work breakdown structures for mid to large size projects.

Create, maintain, and distribute program plan status reports and host conference calls in order to communicate scope, timeline, and stakeholder engagement.

Facilitate communication among internal and external stakeholders:
- Client Executives: public relations/marketing, planning/forecasting, finance, and physician relations
- Client IT: Directors, Data Analysts, Project Managers
- Internal Client Development: Directors, Vice Presidents, Group Vice Presidents, Client Services Coordinators
- Internal Marketing: Strategic Marketing Managers, Marketing Analysts, Marketing Coordinators
- Internal IT: Database Developers,Database Maintenance Specialists, Product Managers

Manage and allocate developer resources as appropriate.

Prioritize case backlog, monitor, and control assigned work to ensure timely completion.

**Implementation Specialist**, 11/2010 - 2012
**Pennymac** – Roseville, CA
Project manager for client implementations of web-based services for pharmacy operations products, responsible for 14 concurrent client projects at a time.

Completed 40 implementation projects within 9 months, representing nearly $250,000 in revenue.

Collaborate with clients on their workflows to achieve maximum value from the product purchased.

Provide client training and guidance on software configuration.

Communicate project plan updates to clients through weekly status reports.

Document project dates, communications, and events in customer relationship manager software (SalesForce).

Manage project timelines, anticipate risks, and develop mitigation strategies as needed.

Accurately forecast completion timelines on a monthly basis to ensure projects are falling within the resourced timeline.

Internal project manager as directed:
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- Served as project team member for internally implementing Clarizen project management software
- Process owner for managing team's client-facing documentation
- Manager of team policy/procedure content through Atlassian Confluence (wiki editor)
- Team advocate for SalesForce development

**Owner/Webmaster**, 06/2009 - 11/2010
**Newell Brands** – Sauk Rapids, MN
Created website concept with a focus on learning musicianship, songwriting, and music production.

Created and managed original content, using WordPress as a publishing platform.

Developed free downloadable music course as incentive for e-mail list sign up.

Performed search engine keyword research and content development to draw in visitors based on targeted searches.

Utilized social media such as Facebook, Twitter, MySpace, and YouTube to promote content.

Utilized blogs, forums, and other websites for marketing through back linking to increase site authority and page ranking in search engines.

Performed analytics and market research to increase website traffic.

Strategically placed affiliate offers within relevant content to generate revenue.

**Business Support Analyst**, 10/2008 - 06/2009
**T-Mobile** – City, STATE
Designed and managed requirements gathering processes to gain feedback from employees and customers to enhance service experience.

Reviewed and documented process breaks that caused employee and customer dissatisfaction.

Reduced employee submission initial response time to 3 business days from an average of 2 weeks by designing feedback processes in Microsoft SharePoint.

Point of contact for operations systems implementation and upgrades
Partnered with senior business analysts, project managers, and other technical process owners to ensure coherent, efficient, and consistent experiences for customers and service representatives.

Managed content of local intranet to implement and communicate new initiatives, processes, and system changes.

Served as a strategy resource for management to improve team performance.

Monitored recorded calls, processes, and other customer interaction to deliver performance feedback to management.

**Administrative Assistant - Learning & Development**, 03/2004 - 10/2008
**T-Mobile** – City, STATE
Managed logistics of site training department to ensure objectives were met.

Managed training life cycles of new hire and continuing education courses for a staff of 10 trainers and 6 training assistants.

Managed and designed tracking and calculation process for national incentive program consisting of 24 training departments across the country to ensure appropriate rewards were delivered accurately and fairly.

Site administrator for web learning management system (Plateau) to ensure leadership training was tracked properly.

Maintained resource planning schedule based on training and staffing needs.

Analyzed data using web-based statistics system (Merced) and MS Excel to provide performance updates to reports, presentations, and strategic plans.

**Senior Customer Service Representative**, 02/2002 - 03/2004
**T-Mobile** – City, STATE
Served as advanced support for teams of 15-20 service representatives.

Responsible for resolving complex and escalated customer issues.

Provided performance feedback to individual team members.

Audited credit and adjustment performance.