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IT Project Manager experienced in AI-driven digital delivery, automation, stakeholder management, and Agile cross-functional coordination across technical implementations.

## RELEVANT SKILLS

**Project Management:** Agile, Budget Management, Timeline Management, Risk Mitigation, Stakeholder Management  
**Software & Tools:** Jira, AWS, Python (pandas), SQL, CI/CD pipelines, Slack, Microsoft 365, Google Workspace, Tableau, SaaS  
**Technical Skills:** Machine Learning, API Integration, Automation Scripting  
**Communication:** Client Onboarding, Technical Escalation Support, Cross-functional Collaboration

## EXPERIENCE

**IT Project Manager** | 1Above Technology | *Beverly Hills, California* *January 2025- Present*

- Led 10+ Agile projects (5+ sprints) including full-cycle web development with 95% on-time delivery.
- Developed Google Sheets/Excel automated labor tracker, eliminating 4 weekly hours of manual work.
- Built Python auto-price tracker that cut P&L processing time by 35%.
- Cross-functionally worked with business stakeholders, DevOps, and internal teams to ensure on-time/in-scope delivery.
- Held weekly stakeholder and internal meetings to communicate progress and manage expectations.
- Streamlined Zoho ticket management, resolving 95% of high-priority issues within 24 hours through strategic escalation.

**Account Manager** | State Industrial Products | *Remote/California* *July 2024 - January 2025*

- Developed client prioritization spreadsheet that improved response efficiency by 85%.
- Drove client engagement through Zoom/MS Teams, boosting product visibility and stakeholder buy-in.
- Hosted remote sprint planning/reviews via Zoom with internal teams.

**Cardiac Veterinary Coordinator** | WLA VCA | *West Los Angeles* *August 2022 - July 2024*

- Coordinated diagnostic schedules and streamlined appointment workflows, reducing service delays by 30%.
- Managed and resolved hardware/software issues in the clinic, ensuring operational continuity.
- Collaborated with cross-functional teams and clients to deliver accurate diagnostic insights and improve patient outcomes.

**Campaign Manager** | CUDDLY | *Hybrid/Seal Beach, CA* *September 2021 - July 2022*

- Managed 20+ concurrent digital initiatives with Agile frameworks, driving 35% improvement in campaign performance metrics.
- Used Jira to coordinate cross-functional collaboration with DevOps, clients, and internal teams.
- Leveraged predictive analytics (Python/Excel) to guide project decisions, optimizing resource allocation and timelines.
- Monitored and tracked project deliverables using Jira and Slack, ensuring real-time visibility and on-time task completion.

**Marketing Project Manager** | Alani Nu | *Remote/Orange County, CA* *August 2020 - September 2021*

- Executed 50+ annual marketing campaigns, partnering with 10+ vendors and venues, increasing brand visibility by 30%.
- Coordinated payroll/scheduling for a 15-person field marketing team.
- Reduced weekly planning time by 8 hours through a custom prioritization framework while maintaining 95% budget efficiency.

## EDUCATION

- **Certificate of Financial Technology**  
*University of California - Berkeley, Berkeley, CA | June 2022*  
*24-week intensive program focused on project management methodologies, Python, SQL, Big Data, Blockchain, AI/ML*
- **Rutgers, The State University of New Jersey - Newark, NJ | 2017**  
*School of Biological Sciences*