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Skilled project manager with expertise in Agile methodologies, technical solutions, and client relations, leveraging Python and CRM tools to deliver impactful results.

RELEVANT SKILLS

- Agile, Project Management, Bilingual, Technical Documentation, Client Relation Management
- Python, Pandas, JSON, SQL, Blockchain, Machine Learning, web3, AWS, Azure, CI/CD builds
- API, Git, Data Analysis, Forecasting Tools, Deep Learning, Statistical Models
- Tools: Jira, Salesforce, Asana, MS Teams, Slack, Zoom, MetaMask, SaaS, Visio, Hubspot, ClickUp, System Surveyor, Hudu

EXPERIENCE

Project Manager | 1Above Technology | Beverly Hills, California

January 2025- Present

- Spearhead full-cycle software development/technical projects, ensuring on-time delivery and alignment with scope.
- Developed an Excel-based budget tracking system to monitor project finances, ensuring a minimum profit margin of 15%.
- Automated labor tracking with a Google Forms + Excel system to calculate field hours and expenses.
- Created a Slack-integrated time-tracking tool for field teams, improving project visibility and accountability.
- Leveraged System Surveyor to map out infrastructure and optimize project planning for technical deployments.
- Utilized ClickUp for task management, team collaboration, and project tracking, enhancing workflow efficiency.
- Collaborate with developers, technicians, and clients to define project scope, milestones, and deliverables.
- Utilize Agile methodologies to streamline workflows, improve team efficiency, and enhance client satisfaction.
- Conduct stakeholder meetings, provide progress reports, and proactively address potential risks.
- Oversee technical documentation and system implementation for various IT solutions.

Account Manager | State Industrial Products | California

July 2024 - January 2025

- Manage a portfolio of B2B clients in the hospitality and residential sectors, ensuring timely delivery of tailored facility solutions.
- Use CRM tools to track client interactions and streamline workflows, improving project delivery efficiency by 15%.
- Conduct technical product demonstrations and training to optimize client adoption of solutions, including drain maintenance and disinfectant systems.
- Troubleshoot technical issues, collaborating with cross-functional teams to address client concerns and maintain high satisfaction rates.

Cardiac Veterinary Nurse | 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

- Led 20+ fundraising campaigns, increasing donor contributions by 35% through data-driven strategies and effective team collaboration.
- Managed relationships with non-profit organizations, ensuring all campaign goals and project criteria were met.
- Partnered with UX designers and data scientists to refine marketing strategies, enhancing campaign visibility and engagement.

Field Marketing Manager | Alani Nu | Remote/Orange County, CA

August 2020 - September 2021

- Managed a team of field marketing representatives, overseeing daily operations, conducting performance evaluations, and providing coaching to meet and exceed sales targets.
- Leveraged CRM tools to monitor campaign performance, analyze data trends, and identify optimization opportunities to enhance marketing effectiveness.
- Designed and executed impactful field marketing campaigns across multiple regions, resulting in a 20% increase in brand awareness.
- Partnered with sales teams to identify key customer segments and developed targeted marketing strategies that increased lead conversion rates and improved customer engagement.

EDUCATION

- **Certificate of Financial Technology**
University of California - Berkeley, Berkeley, CA | June 2022
24-week intensive program focused on Python, SQL, Big Data, Blockchain, Machine Learning, and project management methodologies.
- **Rutgers, The State University of New Jersey - Newark, NJ | 2017**
School of Biological Sciences
- **Coursera Google Project Management Professional Certificate (In Progress)**
Comprehensive training on project management principles, including Agile and stakeholder management.
- **IBM Project Management Professional Certificate (In Progress)**
Advanced project management techniques with a focus on IT and technical project leadership.