





# Charles Vanchieri

Project Manager | Account Executive | Customer Relations

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## Summary

10+ years experience working in project management, account management, and customer relations related positions. Known for strong leadership, a high level work ethic, exceptional emotional intelligence, adaptability, and being able to strategically develop lasting relationships.

## Experience

### Team Leader | Zunkz

Remote | Nov 2021 - Current

- Manage a remote team of 9 for networking, marketing, content strategies, product analysis, member support, and technical developments
- Supervise the projects treasury, accounting, schedules, budgets, and payrolls
- Orchestrated the successful launch and growth of 5 new product releases
- Implemented a members DAO to vote on project development initiatives and external investment opportunities
- Released a new interactive website with a unique members loyalty program resulting in an increase in member engagement and a reduction in member churn
- Developed multiple customer support channels increasing team efficiency, organization, and an improved overall quality of member support
- Strategized and implemented online social engagement campaigns, drastically increasing the projects public interest and engagement through Discord, X, Instagram, and Mirror blog

### Project Manager | CyberPunks2088

Remote | Jan 2022 - Jan 2024

- Oversaw the development and growth of an artist's project through social media campaigns and hosted events
- Organized and managed the online community through Discord and X to provide ongoing customer support and engagement

### Founder | HealthEgo

Remote | Mar 2016 - Dec 2022

- Spearheaded the creation, design, development, and release of a health & fitness social media app
- Managed a team of outsourced developers through multiple product release phases
- Ensured project milestones and releases were met on time and within budget
- Cultivated and engaged an online social community through Discord, X, and Instagram
- Successfully launched iOS and Android apps

### Health Coach | Executive Health Coaching

Palo Alto, CA | Mar 2016 - Dec 2021

- Collaborated with Silicon Valley executives and families to develop, manage, and execute personalized fitness and nutrition plans
- Conducted assessments and provided strategic solutions to help each family member achieve their individual goals

### Technical Project Manager | GreatLyfe

San Jose, CA | Sep 2015 - Mar 2016

- Led, organized, and managed a remote development team responsible for website developments, content creation, and product execution strategies
- Designed website layouts, functionalities, and supervised the development team releases to ensure timely completion

### Personal Training Manager | Equinox Health Club

Palo Alto, CA | Dec 2012 - Sep 2015

- Managed the Personal Training Department, consisting of 3 managers and a trainer team of 45.
- Conducted daily, weekly, and monthly meetings with managers and staff to manage KPIs and employee performance
- Led the hiring process, conducted employee strategic meetings, and developed action plans for team members as necessary

## Education

### Data Science & Computer Engineering | Bloom Institute of Technology

Online | Jul 2019 - Feb 2021

- Data analysis, engineering, modeling, machine learning, computer science, Python

### BS Environmental Science | University of Redlands

Redlands, CA | Sep 2003 - May 2007

- Bachelor of Science in Environmental Science with a focus in Sustainable Architecture

## Strengths

### Communication

Excellent verbal and written skills, experienced in technical writing and presentations.

### Technical Analysis

Strong data analysis skills to assess program parameters, strategic product releases, and employee performance.

### Strategic Planning

Develop and execute detailed roadmaps for social marketing and technical development initiatives.

### Problem Solving

Implement creative solutions to identify and resolve managerial and technical product issues, improving performance and overall efficiency.

## Management Skills

·Goal setting ·Research ·Strategic thinking ·Business development  
·Collaboration ·Time management ·Networking ·Streamlining  
·Communication ·Flexibility ·Problem-solving ·Empathy ·Adaptability  
·Mentoring ·Troubleshooting ·Constructive feedback

## Technical Skills

·Microsoft Office ·Google Workspace ·Slack ·Zoom ·Asana ·Jira  
·Trello ·Notion ·Monday ·SaaS ·Salesforce ·Zendesk ·Hubspot  
·GitHub ·Figma ·Python ·SQL ·HTML ·Blockchain

## Achievements

### Angel Investor Aquisitions

Secured \$200,000 in funding for GreatLyfe through strategic angel investments fueling the ongoing product developments.

### Member Rewards Platform

Developed a unique members rewards platform on the blockchain for Zunkz, resulting in a drastic increase in user engagement and a significant reduction in exiting members.

### Communication Systems Upgrade

Implemented multiple communication channels improving team response times increasing member communications, and enhancing overall communication efficiency.

### Budget Plan Optimization

Led a successful budget overhaul for Zunkz to maximize resources, increase development efficiency, prioritize team production, and secure the projects longevity.

## Courses

### Business Administration | University of Riverside

Riverside, CA | Sep 2008 - Jun 2009

- Centered around employee behavior, motivation, negotiation, team development, strategic change, competitive environments, corporate strategy alliances, strategic implementations

### Business Operations | University of Riverside

Riverside, CA | Sep 2008 - Jun 2009

- The efficient integration of information and processes across suppliers and vendors, manufacturers and distributors

## Passions

### Technology

Intrigued in the latest technologies, product research, and technological advancements.

### People

Keen on learning and understanding more about people from all backgrounds and different cultures.

### Environment

Interested in understanding the many ways of living and producing sustainably.