Charles Vanchieri

Project Manager | Team Leader | Customer Relations

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Summary

Dynamic leader with 10+ years of experience in project management, account management, and customer relations. Known for strong leadership, high work ethic, exceptional emotional intelligence, and strategic relationship development. Proven track record in leading remote teams, launching successful products, and implementing innovative solutions across various industries.

Experience

Team Leader | Zunkz
DeFi Members Rewards Program | Remote | Nov 2021 - Current
- Lead a remote team of 9 that focus on networking, marketing, content strategies, product analysis, member support, and technical developments
- Manage 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 satisfaction
- Developed multiple customer support channels increasing team efficiency, organization, and an improved overall quality of member support
- Strategized and implemented online social engagement campaigns, increasing the projects public interest and engagement during product releases

Project Manager | CyberPunks2088
Digital Art Collectibles | Remote | Jan 2022 - Jan 2024
- Oversaw the development and growth of an artist's project through social media campaigns and online hosted events
- Organized and managed the online community through Discord and X to provide ongoing customer support and engagement

Founder | HealthEgo
Health & Fitness Social Platform | Remote | Mar 2016 - Dec 2022
- Spearheaded the creation, development, and release of a health & fitness social media app
- Managed a team of outsourced developers through multiple product release phases
- Ensured that development 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
Personal Health Coach | 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
Marketplace for Health and Wellness Services | 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
Health & Fitness 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 Acquisitions
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 existing 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 project's 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.