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| **Career Summary** |

Innovative and creative Project Manager with a proven track record in IT project management on a large scale. Extensive experience in requirements analysis, design and development management, QA, UAT, and launch and post-launch support. Embraces new challenges and demonstrates continuous improvement principles in work and professional development areas. Strong communication, organizational and relationship management skills. Proven ability to conceptualize solutions to complex situations in order to maximize success. Excellent organizational skills, prioritizing workflow activities by importance and deadlines to ensure on-time and high-quality completion of tasks. Highly dependable leader experienced at delivering results in fast-paced environments while providing exceptional service to clients. Currently pursuing PMP certification.

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| **Area of Expertise** |

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| * Strategic Planning & Forecasting | * Quality Control Management | * Team Building & Leadership |
| * Project Management & Development | * Client Relationship Management | * Problem Analysis/Resolution |
| * SOW Review * Resource Management | * Staff Training & Development * Application Implementation | * Project Tracking & Status * Cross Team Coordination |

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| **Experience & Notable Contributions** |

**ASSURECARE SOFTWARE** • Cincinnati, OH • Feb 2015

**Project Implementation Lead**

**Key Accomplishments:**

* Manage large and medium-scale healthcare case management software implementations
* Successfully implemented policies and procedures to oversee all phases of projects, including analysis/requirements, interface design, development, QA, UAT, launch, and post-launch support
* Wrote project plans, including ongoing team schedules and staffing plans, across several simultaneous projects
* Established client relationships through frequent and consistent communication, including updates on project progress, milestone status, and ongoing project deliverables
* Evaluated possible PM tools to organize implementations and presented recommendations to division vice president
* Reorganized and restructured failing project to ensure successful on-time delivery, despite being assigned as PM in 21st month of 24-month project
* Analyze SOW’s and present revision recommendations to VP of Sales and Business Development
* Coordinate with main contracting partner to ensure Dev and QA teams were fully staffed with a consistent assignment of work
* Review requirement documents and update as needed to ensure consistency with other project documents and adherence with project schedules and standards

**ONLINE REWARDS, LLC** • Cincinnati, OH • Apr 2014 - Feb 2015

**Project Manager**

**Key Accomplishments:**

* Managed multiple implementations simultaneously with both senior and junior development teams for online incentive programs
* Created coordinated, multi-team plans for combined print and web programs, including a safety campaign for restaurant worker and a retail sales promotion
* Wrote transition plans for clients moving from paper-based systems to an online solution
* Collaborated with Development Manager to define weekly sprint activities and allocate resources appropriately for multiple concurrent projects
* Conducted performance evaluations for development and quality assurance team members after project launch as part of an effort to continuously improve implementation process
* Oversaw development incident tracking queue to ensure that all issues are addressed/resolved within appropriate timeframe
* Track project progress daily, including monitoring/developing task lists for development and QA teams, weekly milestones, and team lists using tools such as Teamworks and ZenDesk
* Established weekly conference call with independent contractors to better manage outsourced work

**C.H. MACK, LLC** • Cincinnati, OH • Jun 2009 – Apr 2014

**Implementation Consultant/Training Specialist**

*Began as Training Specialist in 2009 and was promoted to Implementation Consultant in Nov. 2011*

**Key Accomplishments:**

* Worked directly with clients to plan their implementation tasks, such as configuration decisions, testing, training, and technical support processes in a better and more efficient
* Proposed effective improvements to reduce redundancy and ensure efficient use of software and other solutions by reviewing clients’ internal processes/workflows
* Planned and executed large scale software implementations for both private sector clients and government agencies and facilitated cross-functional meetings to ensure projects were on schedule
* Generated daily status reports for internal teams and clients during software launches that included overviews of technical issues, and analysis of the project’s status and recommendations for improving issues
* Created scope and requirements documents for new software features, wrote test cases and tested software for errors, ease of usability, and overall user experience
* Lead in-person and web-based trainings for administrators, other trainers, and end users, for both external clients and internal teams to enhance efficiency and process improvement
* Developed, wrote, and edited user manuals, training materials, and internal planning documents
* Wrote gap analyses to assist with both ongoing client support and sales effort
* Supervised clients’ internal training and supported sales by writing demonstration scripts, preparing presentation materials, and leading sales demonstrations to maximize the profit and revenue growth
* Reviewed RFP documents from potential customers and wrote proposal responses

**SOUND PRESS DESIGN** • Cincinnati, OH • Jun 2006 – Apr 2009

**Associate Project Manager**

**Key Accomplishments:**

* Played a vital role as a sole project manager for web marketing company with clients in the manufacturing, medical, automotive, and non-profit sectors.
* Managed schedules and work policies for contractors and assisted with creation of project plans and recommended specific milestone dates as a way to track progress.
* Communicated daily with clients and contractors to follow up on a project’s status and any outstanding issues to ensure project timelines were being met as well as wrote daily status reports that included overview of progress on all current projects.
* Created instructional materials for internally developed software, and trained clients how to update and manage their websites
* Wrote and edited marketing copy for websites, including updates of text, photos, and banner ads for online promotions
* Set-up and maintained third party e-commerce solutions for clients.

**UNIVERSITY OF CINCINNATI** • Cincinnati, OH • Sept 2005 – Jun 2007

**Instructor/Teaching Assistant**

**Key Accomplishments:**

* Expertly taught Basic Composition I, II, III and Business Writing and act as a sole instructor for classes with an average of 20 students.
* Independently designed unique coursework and in-class exercises that included readings, homework assignments, essays, group work, and multimedia projects.

**RYLEX PUBLISHING** • Columbus, OH • Jun 2005 – Aug 2005

**Intern**

**Key Accomplishments:**

* Copy-edited articles and in-house created advertisements, created layouts and edited text for monthly real estate publication, researched and developed monthly calendar of events for lifestyle publication.
* Handled tasks of checking content, editing and organizing for uniformity and consistency as well as Coordinate and collaborate with production and marketing to increase sales prospect.

**DINSMORE & SHOHL, LLP** • Columbus, OH • Dec 2001 – May 2005

**Office Assistant**

**Key Accomplishments:**

* Performed basic clerical duties included answered phones, copying, typing, and assisted with the office manager to improve productivity for all daily accounting, filing, and bookkeeping.
* Maintained organization supplier inventory by checking stock to determine supply levels, expedited orders and delivered materials to work stations in a timely manner.
* Managed in-house files and prepared out of date files for off-site storage and filed basic court documents

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| **Education & Training** |

**Master of Arts, Professional Writing and Editing**

University of Cincinnati | Cincinnati, OH | June 2007

**Bachelor of Arts, English (Rhetoric)**

The Ohio State University | Columbus, OH | June 2005