

Azure Smith

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<https://azuresmith.work/>
(435) 229-5167

Summary

A proactive certified associate project manager with **over 5 years of experience delivering client-facing, technical solutions within a SaaS environment**. Proven **ability to lead complex projects from planning to execution**, manage stakeholder relationships, and mitigate risks. **Skilled in leveraging Agile and waterfall methodologies and data-driven insights** to streamline workflows and drive collaborative initiatives.

Education

Certified Associate in Project Management
[Project Management Institute](#)

January 2025
Remote

Master of Education
[University of California, Santa Barbara](#)

June 2016
Santa Barbara, California

Bachelor of Science in History, minor in Anthropology
[Southern Utah University](#)

May 2013
Cedar City, Utah

Experience

Customer Success Manager

[Conservice](#)

February 2025 to August 2025

- **Orchestrated project timelines** and strategic engagement for **4 midmarket client onboardings** using **Asana, Google Workspace, and Salesforce CRM**, ensuring seamless platform integration by actively managing internal and external stakeholder relationships
- **Drove project delivery for 6 external clients** and SaaS platform growth by **collaborating with product, reporting, compliance, data collection and data integrity teams** to enhance customer experience through process improvements and timely delivery
- **Proactively identified and mitigated project risks** and issues using data-driven insights and structured problem-solving techniques
- **Served as the primary point of contact for 6 external client teams and 15+ colleagues**, facilitating meetings and maintaining thorough communication and documentation to ensure alignment of business goals and scope

Senior ESG Data Analyst

[Conservice](#)

October 2022 to February 2025

- **Developed comprehensive project plans, timelines, and deliverables** to lead client teams through successful project execution and client management for **5 external clients**
- **Managed client's master and transactional data onboarding**, quality control and assurance, and maintenance for client projects
- **Spearheaded the generation and presentation** of comprehensive **client data and documentation**, aligning reporting for 15+ GRESB KPI quantitative components, 3 GRI reports, 100+ Energy Star award applications, and multiple custom reports for internal and external stakeholders
- **Enhanced standard operating procedures** in collaboration with product, reporting, compliance, and data integrity teams, reviewed project successes and shortfalls through various **retrospective practices** to streamline and improve efficiency and project outcomes

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Billing Quality Control Analyst

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June 2020 to October 2022

- **Validated peer-generated** work for accuracy, **optimized workflow** efficiency, and mentored **3 junior colleagues** on best practices
- **Performed detailed statistical analysis** of utility bills from **150+ utility vendors** across the United States, **provided explanations** of billing changes and discrepancies
- **Trained 50+ property management teams on data dashboards**, enhancing their ability to utilize data effectively for operational decisions

Teacher – 7th Social Studies, 7th/8th Photography

[St. John the Baptist Middle School](#)

August 2017 to June 2020

- **Facilitated effective communication** between **300+ students, caregivers, and administration**, breaking down complex concepts and fostering a collaborative learning environment
- **Managed** classroom operations and **developed curriculum** for 3 separate preps, using data analysis to measure instructional effectiveness and student performance
- **Created detailed reports and visualizations of student data**, improving instructional strategies and educational outcomes

Skills and Interests

- **Program & Project Management:** Agile methodologies, program coordination, project execution, stakeholder engagement, cross-functional collaboration, issue and risk mitigation, process improvement, data analysis, reporting
- **Technical Tools:** Google Workspace (Docs, Sheets, Slides), Microsoft Office Suite (Excel, Word, PowerPoint), Salesforce, Asana, Jira, Trello, JavaScript, Python, Airtable
- **Professional Attributes:** Team player, proactive problem-solver, fast learner, inquisitive about data analytics and project management methodologies, highly organized, detail-oriented
- **Interests:** Hiking, paddling, painting, dog training, crocheting, and bouldering nerd