Azure Smith

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(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   January 2025
Project Management Institute   Remote

Master of Education   June 2016
University of California, Santa Barbara   Santa Barbara, California

Bachelor of Science in History, minor in Anthropology   May 2013
Southern Utah University   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**
- Mentored colleagues and ensured high-quality outputs while managing data onboarding, quality control, and maintenance for client projects
- **Spearheaded the generation and presentation** of comprehensive **client data and documentation**, aligning reporting for 10+ 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   Conservice   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