ABIGAIL WILLIAMS

Senior Project Manager

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EDUCATION

AUG 2008 - JUNE 2012
Bachelor of Business Administration
(GPA: 3.6)
Hamline University
Minneapolis, MN

SKILLS

- Leadership
- Risk Management
- Team Development
- Stakeholder Management
- Asana
- Jira
- ClickUp

CERTIFICATIONS

- **Certified ScrumMaster (CSM)**
- **Agile Certified Practitioner (PMI-ACP)**

AWARDS

- **PMI Fellow Award**
- **PMI Rising Leader**

CAREER SUMMARY

Dynamic senior project manager with 11 years of experience in fast-paced work environments, seeking a position at Target. Best known for managing a portfolio of high-value projects while maintaining a 97% satisfaction rate among all stakeholders. I yearn to drive sales growth with effective leadership and maintain the brand's reputation as the first choice for all retail consumers.

WORK EXPERIENCE

Senior Project Manager

Best Buy
MAY 2019- Current | **Richfield, MN**

- Managed Agile ceremonies, sprint reviews, and Scrum meetings with 6 stakeholders, achieving a **97% satisfaction rate in project outcomes.**
- Handled a portfolio of 8 projects valued at $439K+, delivering all projects before deadline and within budget.
- Proposed a real-time project tracking dashboard, enabling stakeholders to visualize the impact of 9 KPIs.
- Led the integration of AI in customer service operations, expediting the feedback loop process by 3 weeks.

Project Manager

Jamf
Sept 2015- FEB 2019 | **Minneapolis, MN**

- Created a risk management framework that lowered project risks by 31%, ensuring timely delivery of all projects.
- Introduced ClickUp as Jamf's main project management tool, leading to a **57% reduction in missed deadlines.**
- Ideated a green project management practice, cutting down project-related carbon footprint by 24%.
- Adopted the best Agile methodologies, allowing the product team to market new product launches 2 weeks faster.

Project Manager Intern

Leadpages
JAN 2013- AUG 2015 | **Minneapolis, MN**

- Used Jira to track project progress, decreasing unresolved issues at project closure by 11%.
- Fostered strong relationships with vendors to avail discounted software plans, reducing annual project costs by $4,217.
- Assisted in launching 3 major projects for Leadpages, helping them *attract 26% more clients within one quarter*.
- Held regular project analyses, identifying and reporting critical risks before project execution.