

**David Harrison**

Email: david.harrison@example.com | [Phone: \(123\) 456-7890](tel:(123)456-7890)

[LinkedIn: linkedin.com/in/davidharrison](https://www.linkedin.com/in/davidharrison)

Location: City, State | Open to Relocation / Remote

**Professional Summary**

Results-driven Project Manager with over 8 years of experience leading cross-functional teams to deliver complex projects on time and within budget. Expert in Agile and Waterfall methodologies, with a strong background in managing software development, IT infrastructure, and business process improvement projects. Adept at stakeholder communication, risk management, and process optimization to drive project success.

**Skills**

- **Project Management:** Agile (Scrum, Kanban), Waterfall, Lean, Six Sigma, SDLC, PMP-certified.
- **Tools:** Microsoft Project, JIRA, Asana, Trello, Monday.com, MS Office Suite, Confluence.
- **Leadership:** Team Building, Conflict Resolution, Coaching, Performance Management.
- **Risk Management:** Risk Assessment, Mitigation Planning, Change Control.
- **Budgeting & Forecasting:** Cost Estimation, Budget Tracking, Resource Allocation.
- **Stakeholder Management:** Client Communication, Requirements Gathering, Status Reporting.

**Professional Experience****Senior Project Manager**

ABC Technologies, City, State | April 2019 – Present

- Led multiple software development and IT infrastructure projects, ranging from \$500K to \$3M, achieving a 95% on-time delivery rate.
- Managed a team of 20+ developers, QA testers, and designers to develop a customer portal, resulting in a 30% increase in user engagement.
- Facilitated daily stand-ups, sprint planning, and retrospectives as part of Agile Scrum ceremonies, enhancing team productivity by 20%.
- Developed comprehensive project plans, schedules, and budgets, consistently aligning project deliverables with business goals.
- Implemented risk management processes, reducing project risks by 40% through proactive monitoring and mitigation strategies.

**Project Manager**

Global Solutions Inc., City, State | July 2015 – March 2019

- Directed the successful implementation of a CRM system, improving customer service efficiency and reducing response times by 50%.

- Coordinated with cross-functional teams, including marketing, sales, and operations, to ensure project alignment with company objectives.
- Managed stakeholder expectations through regular updates, progress reports, and presentations, maintaining a 98% satisfaction rate.
- Optimized resource utilization and project timelines, resulting in a 15% reduction in project delivery times.
- Identified process inefficiencies and introduced automation tools, enhancing overall project performance and productivity.

### **Assistant Project Manager**

Tech Innovators, City, State | June 2013 – June 2015

- Assisted in managing software development projects, including task assignment, progress tracking, and client communication.
- Supported the project manager in budget preparation and resource planning, contributing to a 10% reduction in project costs.
- Coordinated meetings, prepared project documentation, and maintained issue logs, ensuring project continuity and accountability.

### **Education**

#### **Bachelor of Science in Business Administration**

University of XYZ, City, State | 2009 – 2013

- Relevant Coursework: Project Management, Business Analytics, Operations Management.

### **Certifications**

- **Project Management Professional (PMP)** – Project Management Institute (PMI) (2020)
- **Certified Scrum Master (CSM)** – Scrum Alliance (2018)
- **Lean Six Sigma Green Belt** – ASQ (2017)

### **Key Projects**

#### **ERP Implementation for Manufacturing Firm**

- Managed a \$2M ERP implementation project, coordinating with 5 departments to streamline operations, reduce costs, and enhance data accuracy.

#### **Cloud Migration for Financial Services**

- Led a cloud migration project for a financial services client, resulting in a 50% improvement in system performance and scalability.

#### **E-commerce Platform Upgrade**

- Successfully upgraded a legacy e-commerce platform, integrating new payment gateways and improving site performance, leading to a 25% increase in sales.

### Technical Skills

- **Software:** Microsoft Project, JIRA, Trello, Asana, MS Office, Visio.
- **Methodologies:** Agile, Scrum, Waterfall, Lean, Six Sigma.
- **Languages:** Basic knowledge of SQL and Python for data analysis.

### Soft Skills

- Excellent communication and interpersonal skills, strategic thinking, problem-solving, adaptability, and attention to detail.