

SAMANTHA BROWN | TECHNICAL PROJECT MANAGER

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ABOUT ME

Technical Project Manager proficient in data extraction and presenting clear results via tools such as Google Drive and Asana. As a lifelong dedicated planner, I love unpacking and putting things back together. With a strong focus on providing great value to customers and clients, I am excited to bring my empathetic and logical approach to a thriving company.

TECHNICAL SKILLS

Technologies: Asana, Google Docs, Google Sheets, Google Slides, Google Drawings, Zoom, Slack, Repl.it, Github, Confluence, Atlassian, Apple Notes.

Methods: Budget Management, Time Management, Stakeholder Management, Risk Management, Project Documentation, Waterfall Methodologies, Agile Methodologies, Team Collaboration, Group Facilitation, Mediation System Development Life Cycle, Multitasking, Performance Tracking, Data Modeling

TECHNICAL PROJECT MANAGER EXPERIENCE

Thinkful Technical Project Management Immersive Training Course 2020

An intensive 65-75 hour/week course where I built multiple projects using Google Docs, Google Sheets, Google Slides, Apple Notes, and Google Drawings. Emphasis on group work and team building enhanced my group facilitation skills while managing projects in an Agile environment.

Projects Completed:

Sierra 2.0

- Presented the framework for a three-six month website update with a five-year maintenance period
- Utilized the agile values as the foundation for each phase to reinforce a strong project plan
- Technology used: Google Doc, Google Sheets, Google Slides, Apple Notes, Zoom, Github, and Repli.it

College Board Pre-AP Project

2018 - 2019

- Conceptualized and developed intra-organizational digital onboarding and training materials via Confluence (Atlassian).
- Trained and managed 10 agents for the Pre-AP (College Board client project) program

ADDITIONAL EXPERIENCE

Brosnan Security, Key Biscayne, FL - Security Guard

December 2019 - July 2020

- Utilized an 8 condo digital repository quickly to check whether visitors needed to be verified prior to providing access to the property and ensured the line didn't block traffic
- Print parking pass once the visitors' access to the property had been authorized and monitored the property via the surveillance system

Alorica, Cutler Bay, FL - Training Coordinator /Escalation Specialist

August 2013 - December 2019

- Collaborate cross functionally with chat support team, level 1, level 3, quality assurance, and the 2nd call center
- Handled supervisor request and communicated with clients about unsolved escalated cases
- Processed twenty-plus escalated cases daily after completing analysis of various documents and of the school records; 60 wpm in a fast-paced environment

EDUCATION

Thinkful - Certificate, Technical Project Management (PMP)

2020

Linkedin Learning

2021

Certificates; Learning for Excel, Managing Project Stakeholders, Project Management Foundations: Ethics, Project Management Foundations, Leading Projects

Cleavans Protection Service

2018

State Security License