

# SAMANTHA BROWN, PMP

Miami, FL | [meika2493@yahoo.com](mailto:meika2493@yahoo.com) | [LinkedIn](#) [Portfolio](#) [Github](#)

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## IMPLEMENTATION SPECIALIST

Implementation Specialist with experience in scope and procedure development, analysis & problem solving. Recognized for consistently extracting data then updating it in order to successfully deliver business objectives. Proficient in Outlook, Google Docs, Microsoft Edge, Asana, Excel, WebEx, Salesforce CRM, and Google Slides. With a determined focus on providing exceptional value to customers and clients, I am excited to bring my empathetic and logical approach to a thriving company.

### Core competencies include

Time Management  
Scope Management  
Performance Tracking

Risk Analysis  
Team Leadership  
Data Modeling

Quality Assurance  
Project Documentation  
Cost Avoidance

## PROFESSIONAL EXPERIENCE

Thinkful, Remote

2020 - 2021

*Global bootcamp with 6 courses: software engineer, data science, data analytics, UX/UI design, digital marketing, and technical project management, which provides 94% of graduates with skills they use even after a year.*

### Technical Project Management Apprenticeship

An intensive 65-75 hour per week course where I built multiple projects using Google Docs, Google Sheets, Google Slides, Apple Notes, and Google Drawings in order to demonstrate the best steps for completing software implementations. There was an emphasis on group work and personal development which enhanced my group facilitation skills as I met daily metrics in an Agile environment.

### Key Accomplishments

- [Sierra 2.0](#) project for a 3-6 month website update with a five-year maintenance period, demonstrated the current KPI number's for the project plan, presented a kick-off meeting and status update via Zoom and Google Slides
- Coded my portfolio website, facilitated various meetings, conducted performance reviews
- Utilized multiple project management software, conducted risk analysis, developed procedural documentations

Securitas, Kendall, FL

2020 - 2021

*Leader in Protective Services with 90,000 employees in 5 geographic regions covering: On-Site, Mobile and Remote Guarding; Electronic Security; Fire & Safety; and Corporate Risk Management.*

### Security Guard/Concierge

Worked to prevent the occurrence of crimes against people and their property by conducting hourly surveillance of grounds and personnel to ensure public safety, generated daily activity logs for the supervisor, responsible for assuring that 100% of all situations were resolved without escalation.

### Key Accomplishments

- Provide logistical support to ADP's Miami office, access control for the gated property, secure mail deliveries
- Monitor the property via Avigilon, complete various incident report documents, tour the facility at various times
- Coordinate with various departments via WebEx and Outlook, assist associates with concerns
- Access control for Nike & Converse, enforce local and state Covid19 guidelines, secure self attestation signatures
- Stakeholder management for various posts, data center & ProWatch surveillance, data entry of visitors/associates

Alorica, Cutler Bay, FL

2013 - 2019

*Global contact center operating in the business support service industry for companies in communications, financial services, healthcare, retail and tech companies with \$500 million annual net earnings.*

## **Training Coordinator/Escalation Specialist**

Tech-savvy specialist of five departments in a fast-paced environment, primary point of contact for customers and coordinators, scheduled installations for DirecTV services, upsell mobile security or internet bundles. Collections specialist for customers reconnecting to DirecTV services, provide technical support, troubleshoot technical issues for ESPN access, manage cases to deliver within constraints of scope time & quality. Identify, analyze, & resolve the process improvements for the Pre-AP Implementation program as the lead escalation specialist. Data entry of progress for each case.

### **Key Accomplishments**

- Conceptualized and developed intra-organizational digital onboarding and training materials via Confluence (Atlassian), worked with the management team to ensure new expectations were set, received approval for sign off
- Processed 20+ escalated cases daily, followed up when additional information was needed, trained and managed 10 agents, handled supervisor request, conducted quality assurance
- Supported two other departments when imperative, updated clients on unsolved Pre-AP cases

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## **EDUCATION**

**Thinkful** - Certificate, Technical Project Management (PMP)

### **Linkedin Learning**

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

### **Cleavans Protection Service**

State Security License