

# Joseph Iannazzi

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## SUMMARY

Project Manager with 10+ years of experience leading cross-functional teams in legal, logistics, and construction industries. Skilled in Agile methodologies, stakeholder engagement, risk management, and budget control. Proven track record optimizing project lifecycles, improving operational efficiency, and delivering projects on time and within budget.

## WORK EXPERIENCE

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| Enterline Law<br><i>Legal Project Coordinator</i>  | Tulsa, OK/Remote<br>Apr 2020 - Sep 2024        |
| <ul style="list-style-type: none"><li>• Spearheaded legal project management initiatives, ensuring timely completion and adherence to legal standards.</li><li>• Enhanced team collaboration and communication, leading to a 30% increase in project efficiency.</li><li>• Developed innovative solutions for document management, improving retrieval speed by 40%.</li><li>• Utilized project management tools like Trello to streamline task assignments and track project progress.</li><li>• Led team workshops to improve legal document handling and project coordination skills.</li><li>• Demonstrated adaptability and conflict resolution skills in managing complex legal projects.</li></ul>  |  |
| FedEx Ground<br><i>Operations Manager</i>  | Broken Arrow, OK<br>Oct 2019 - Aug 2024        |
| <ul style="list-style-type: none"><li>• Pioneered strategic delivery initiatives, resulting in a 20% reduction in delivery times and a 25% increase in customer satisfaction.</li><li>• Recognized for outstanding leadership in training and mentoring new drivers, fostering a culture of excellence and safety.</li><li>• Collaborated with cross-functional teams to streamline warehouse operations, achieving a 15% boost in overall efficiency.</li><li>• Implemented Microsoft Project for scheduling and resource management, optimizing delivery routes and achieving a 20% reduction in delivery times.</li><li>• Conducted team-building activities to enhance teamwork and communication among staff.</li><li>• Achieved a 95% on-time delivery rate, exceeding company KPIs.</li></ul>     |  |
| Ruth Shaw<br><i>Project Coordinator</i>  | Bixby, OK/Remote<br>May 2020 - Apr 2023        |
| <ul style="list-style-type: none"><li>• Led safety and risk management projects, significantly reducing client incidents and enhancing service quality.</li><li>• Managed complex scheduling and communication tasks, improving client satisfaction by 20%.</li><li>• Innovated processes for handling challenging client situations, resulting in a more harmonious service environment.</li><li>• Used Asana to coordinate medical appointments and manage client communications effectively.</li><li>• Developed training sessions to improve team empathy and client interaction skills.</li><li>• Leveraged negotiation skills to resolve client disputes and enhance service delivery.</li></ul>   |  |
| Ricalday<br><i>Project Manager</i>   | Tulsa, OK/Remote<br>Jan 2018 - Nov 2022        |
| <ul style="list-style-type: none"><li>• Directed high-impact construction projects, managing full project lifecycles and resource allocation to ensure on-time and on-budget delivery, enhancing client trust and satisfaction.</li><li>• Implemented standardized procedures, reducing administrative errors by 20% and boosting operational efficiency.</li><li>• Negotiated favorable contracts with subcontractors, optimizing project budgets and reducing costs by 10%.</li><li>• Leveraged Microsoft Project for project scheduling and resource allocation.</li><li>• Engaged stakeholders through regular updates and feedback sessions to ensure alignment with project goals.</li><li>• Maintained a 98% client satisfaction rate, reflecting strong stakeholder management skills.</li></ul> |  |
| Oklahoma Custom Courier<br><i>Project Manager</i>  | Broken Arrow, OK/Remote<br>Jan 2016 - Oct 2019 |
| <ul style="list-style-type: none"><li>• Orchestrated logistics and delivery operations, achieving a 15% increase in process efficiency and customer satisfaction.</li><li>• Developed strategic plans for multi-stop loads, reducing fuel costs by 10% and optimizing delivery schedules.</li></ul>  |  |

- Led risk management initiatives, streamlining operations and improving stakeholder engagement.
- Utilized Trello to manage logistics projects and track progress.
- Facilitated workshops to enhance team problem-solving and decision-making skills.
- Demonstrated strong adaptability in managing dynamic logistics environments.

Alpine Roofing  
Project Manager

Tulsa, OK/Remote  
Jun 2013 - Dec 2017

- Directed administrative teams, enhancing performance by 15% through targeted training and guidance.
- Implemented a new payroll system, reducing processing time by 30% and ensuring compliance with regulations.
- Cultivated vendor relationships, decreasing office supply costs by 10% and collaborating on custom projects for high-profile clients.
- Used Asana to coordinate project tasks and monitor timelines.
- Organized team-building exercises to improve collaboration and morale.
- Achieved a 90% project completion rate within budget, showcasing effective project management skills.

## EDUCATION

Northeastern State University  
Bachelors Degree, Business Administration with a focus on Project Management

Tulsa Community College  
Associates Degree, Business Administration & Project Management

## CERTIFICATIONS

Microsoft Office, Tulsa Technology Center Riverside Campus  
Diploma in Understanding Medical Terminologies, Alison  
Diploma in Project Management, Alison  
Best Practices for Remote Work, Saylor Academy  
Project Management, Saylor Academy  
Small Business Management, Saylor Academy  
Management Leadership, Saylor Academy  
Cisco CCNA, Tulsa Technology Center Riverside Campus

## SKILLS

Strategic Planning • Analytical Thinking • Interpersonal Communication • Budgeting • Market Research • Creativity • Social Media Management • Content Creation • Organizational Skills • Financial Management • Proficiency in Microsoft Office Suite • Business Correspondence • Leadership and Team Management • Attention to Detail • Staff Supervision • Decision-Making Skills • Google Workspace • Payroll • Human Resources • Scheduling • Microsoft Excel • Written Communication • Effective Communication • Human Resources Management • Customer Service Skills • Email Management • Travel Management • Stakeholder Management • Agile Methodologies • Decision Making • Communication • Time Management • Negotiation • Project Management (Planning, Risk, Lifecycle) • Decision-Making and Problem-Solving