

# Joseph Iannazzi

iannazzi@alumni.nsuok.edu | (539) 367-6832 | Glenpool, OK |  
<https://www.linkedin.com/in/joseph-iannazzi>

## SUMMARY

Seasoned Project Manager with 13 years of experience leading cross-functional teams to deliver projects on time and within budget. Proven expertise in strategic planning, risk management, and stakeholder engagement, with a track record of optimizing operational efficiency and reducing costs. Seeking to leverage strong leadership and analytical skills in a new Project Manager role.

## 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>Coordinated legal projects by managing timelines and ensuring the accuracy and verification of documents and evidence.</li><li>Optimized logistical arrangements by coordinating appointments and managing necessary correspondence.</li><li>Enhanced efficiency and accuracy in document retrieval by managing legal files and overseeing document production and discovery.</li></ul>  |  |
| FedEx Ground<br><i>Operations Manager</i>  | Broken Arrow, OK<br>Oct 2019 - Aug 2024        |
| <ul style="list-style-type: none"><li>Implemented a more efficient delivery route, achieving a 20% reduction in delivery time and boosting customer satisfaction.</li><li>Received recognition for maintaining a clean and organized delivery vehicle, ensuring the safe and secure transportation of goods.</li><li>Trained and mentored new delivery drivers, equipping them with essential skills and knowledge for success.</li><li>Collaborated with warehouse staff to optimize the loading and unloading process, enhancing overall efficiency and reducing delivery times.</li></ul> |  |
| Ruth Shaw<br><i>Project Coordinator</i>  | Bixby, OK/Remote<br>May 2020 - Apr 2023        |
| <ul style="list-style-type: none"><li>Implemented preventive measures to address safety hazards, minimizing risks for clients.</li><li>Managed challenging behaviors and situations with patience and empathy, ensuring a peaceful environment.</li><li>Coordinated medical appointments and handled email and scheduling tasks, including communication with insurance agents.</li></ul>  |  |
| Ricalday<br><i>Project Manager</i>   | Tulsa, OK/Remote<br>Jan 2018 - Nov 2022        |
| <ul style="list-style-type: none"><li>Led cross-functional teams to successfully deliver construction projects on time and within budget, enhancing client satisfaction.</li><li>Developed and implemented standardized procedures, resulting in a 20% reduction in administrative errors and improved operational efficiency.</li><li>Negotiated contracts with subcontractors, achieving a 10% reduction in labor costs and optimizing project budgets.</li><li>Managed stakeholder relationships, ensuring clear communication and alignment with project goals.</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>Coordinated logistics and delivery operations, enhancing process efficiency and customer satisfaction by 15%.</li><li>Developed strategic plans for managing multi-stop loads, optimizing delivery schedules, and reducing fuel costs by 10%.</li><li>Implemented project lifecycle management techniques and led risk management initiatives to streamline operations and improve stakeholder engagement.</li></ul>   |  |
| Enterprise Holdings<br><i>Billing Specialist (Promoted From Phone Operator)</i>  | Tulsa, OK/Remote<br>May 2016 - Jan 2018        |
| <ul style="list-style-type: none"><li>Collaborated with cross-functional teams to resolve billing issues, reducing customer complaints and increasing satisfaction.</li><li>Automated manual billing tasks, decreasing processing time and enhancing operational efficiency.</li><li>Conducted regular audits of billing records to ensure accuracy and compliance, contributing to a reduction in billing errors.</li></ul>   |  |
| Holiday Inn Tulsa City Center<br><i>Administrative Assistant</i>   | Tulsa, OK<br>Mar 2015 - May 2016               |

- Collaborated with multiple departments to enhance guest experiences, improving cross-functional communication and teamwork.
- Assisted in coordinating and executing events and conferences, ensuring smooth operations and high levels of guest satisfaction.
- Maintained accurate guest records, contributing to improved communication and personalized service, while managing check-ins and checkouts with an average guest satisfaction rating of 95% or above.

Enterprise Rent A Car  
Administrative Assistant

Tulsa, OK  
Apr 2013 - Mar 2015

- Received multiple commendations for exceptional service, contributing to enhanced customer satisfaction and loyalty.
- Resolved customer disputes and billing discrepancies, achieving a 15% reduction in escalations and fostering improved customer trust.
- Collaborated with the operations team to enhance vehicle maintenance processes, leading to a 20% decrease in vehicle breakdowns.

Alpine Roofing  
Project Manager

Tulsa, OK/Remote  
Jun 2013 - Dec 2017

- Directed a team of administrative staff, enhancing performance by 15% through targeted training and guidance.
- Implemented a new payroll system, reducing processing time by 30% and ensuring compliance with federal and state regulations.
- Developed vendor relationships that decreased office supply costs by 10% and collaborated with architects and contractors on custom projects for high-profile clients.

National Roofing  
Project Manager

Broken Arrow, OK/Remote  
May 2010 - May 2012

- Migrated the company's email system to a cloud-based platform, which enhanced reliability, accessibility, and reduced costs.
- Implemented a file retention policy and optimized computer systems, improving system performance and ensuring compliance with legal requirements.

## 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

Project Management • Strategic Planning • Leadership • 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 • Teamwork • Team Leadership • Effective Communication • Human Resources Management • Customer Service Skills • Email Management • Travel Management • Project Planning • Risk Management • Problem Solving • Stakeholder Management • Agile Methodologies • Decision Making • Communication • Time Management • Negotiation • Problem-Solving • Conflict Resolution