

Associate Project Coordinator FlowTherm Systems Associate Project Coordinator FlowTherm Systems Hayward, CA Magnanimous operations professional with a penchant for cultivating Agile teams looking to bring relentless drive, passion and a self-starter attitude to your organization. Authorized to work in the US for any employer Work Experience Associate Project Coordinator FlowTherm Systems FlowTherm Systems February 2019 to Present Utilize Salesforce to produce and expedite purchase orders, sales order, and service requests Provide technical support as the Departmental Salesforce superuser Coordinate with Departmental Director to facilitate customer and vendor visits Assist in maintaining records, documents, returns, and warranties utilizing Smartsheets and Salesforce Input incoming order data utilizing Smartsheets Interpret and visualize sales data utilizing Power BI to create dashboards Act as liaison between production, warehouse, and corporate office Assist Marketing Manager coordinate departmental releases Track inbound shipments to meet deadlines as acknowledged by the Senior Project Manager Utilize SmartDraw to create organizational flowcharts highlighting production, and organizational bottlenecks Implement Agile frameworks to improve workplace efficiency and aid in the organizational technical transition Purchaser Polytec Products (@AppleOne) Menlo Park, CA August 2018 to January 2019 Produced and expedited purchase orders for raw materials such as (steel, titanium and various plastics) in a fiscally efficient manner while working to reduce production lead time Facilitated the arrangement of outside processes for completed production parts (anodizing, passivation, heat treating, laser engraving) Utilized MRP software to track inventory demand, maintain purchase orders and vendor database Ordered office supplies, office equipment, and miscellaneous production parts (nuts, bolts, and screws) Resolved accounts payable issues and invoicing discrepancies Acted as the liaison between Production Department, Shipping Department, Inspection Department, and Assembly Department Clerical Assistant Nor-Cal Moving Services - Hayward, CA April 2018 to July 2018 Rated and audited incoming shipments utilizing Sirva Move Management Invoiced shipments in storage employing VanS Compusource, recorded invoices utilizing excel Acted as a liaison between Warehouse and Storage Departments Updated storage records for incoming and outgoing shipments Order Entry Administrator

Proofpoint - Sunnyvale, CA August 2017 to November 2017 Oversaw reorganization of sales order filing system Catalogued sales orders employing Adobe Acrobat Processed customer payments utilizing an automated directory Expedited client invoices employing various distribution channels Facilitated interdepartmental transmission of contracts and customer records Graduate Admissions Student Assistant San Jose State University - San Jose, CA August 2015 to August 2017 Assisted Graduate Evaluators with admission documents Responded to student inquiries using various mediums Advocated for reform within Student Services as lead advisor on the Enrollment Services Advisory Board Education B.A. in Social Sciences in Global Studies SAN JOSE STATE UNIVERSITY - San Jose, CA August 2012 to May 2017 Skills MRP (1 year), Logistics (3 years), Management Logistics (1 year), Photoshop (2 years), Acrobat (4 years), Salesforce (1 year), Agile (Less than 1 year), Scrum (Less than 1 year), Powerpoint (6 years), Word (6 years), Scheduling (Less than 1 year), Purchasing (1 year), Project Coordination (2 years), Relationship Management (4 years), Technical Writing (Less than 1 year), Smartsheets (Less than 1 year), SmartDraw (Less than 1 year), Database Administration (Less than 1 year), Inventory Management (2 years), Customer Service (6 years), Customer Support (3 years), Technical Writing (1 year), Process Improvement (2 years), Manufacturing (2 years), Project Management (2 years), Kanban (Less than 1 year), Operations (3 years), Office Equipment (4 years) Links <http://www.linkedin.com/in/jerell-parker> Certifications/Licenses Scrum Master June 2019 to Present PSM 1 certification demonstrating that I have a fundamental level of Scrum mastery, including the concepts of applying Scrum, and proven an understanding of Scrum as described in the Scrum Guide. Moreover, the PSM 1 certifies that I have demonstrated a consistent use of terminology and approach to Scrum. ITIL Foundation Certificate in IT Service Management July 2019 to Present IT Service Management certificate demonstrating an understanding of the key concepts of Lean, Agile, DevOps, and why these frameworks are important to deliver business value. Moreover, the ITIL Foundation level certificate provides an understanding of the ITIL guiding principles, and an understanding of the holistic approach necessary to the facilitation of the co-creation of value with customers and other stakeholders in the form of products and services.

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