Implementation Manager Implementation Manager Technical Project Manager - Software Minneapolis, MN Strong technical project manager with experience in planning, managing, implementing, and supporting technology projects that span numerous business units within and between organizations. Expert at problem- solving, possesses strong organizational skills, and an in-depth understanding of project management methodology. Advanced written and oral communication skills and can collaborate with teams to meet business goals and objectives. Proven track record of building and maintaining strong relationships and is a seasoned leader with the ability to develop, maintain, and manage successful teams. Work Experience Implementation Manager Total Expert - Minneapolis, MN June 2018 to Present Implementation Manager - Professional Services Total Expert offers the first enterprise-grade marketing operating system built for the future of financial services, built and delivered as Software as a Service (SaaS). Lead the implementation process alongside Total Expert's clients, coordinating with and driving implementation project progress Chief liaison between Client and internal IT, Infrastructure, Development, QA, and Engineering resources. Lead and coordinate with Total Expert software engineering and team of project coordinators. Serve as client facing subject matter expert and consultant on API solution design and troubleshooting questions Consult on overall technical solution and integration design with third party vendors and services. Drive my chief responsibility of customer success in implementation by making sure the Total Expert and client team members are aligned and communicating effectively. Project Manager Digital River July 2017 to June 2018 Digital River Professional Services Digital River is the leading global provider of Commerce-as-a-Service (CaaS) solutions. Digital River offers end-to-end cloud-based solutions for commerce, payments, and marketing to maximize revenue, as well as reduce the costs and risks of running an online business. Responsible for the successful delivery of ecommerce web and software implementation projects and the satisfaction of Digital River's customers Create, publish, and maintain project plan and delivery schedule to ensure resource and task alignment Collaborate on solution architecture design and use of Digital River's integration and service APIs Serve as client's main point of contact at Digital River throughout implementation period, design,

build, test, and deploy   Work directly with web and integration developers on feature functionality, design, and deployment.   Act as project business analyst; write user stories, test scripts and scenarios. Act as gatekeeper for Digital River quality assurance offshore team   Facilitate project task completion and development work through enterprise tools; Github, Confluence, SAP, and Quickbase   Maintain key performance indicator metrics for assigned projects contributing to overall portfolio management plan Technical Project Manager - Implementation Calabrio Inc January 2016 to July 2017 Calabrio is a customer engagement software company that provides analytic insights to catalyze growth through a contact center. Calabrio develops Calabrio ONE, a comprehensive and powerful suite of contact center workforce optimization and analytics software including call recording, quality management, workforce management, and analytics.   Responsible for the successful delivery of software implementation projects and the satisfaction of client's customers Manage client-customer relationship from point of pre-sale, through project duration, and up to transition to Calabrio's support services team   Manage 30+ complete Calabrio implementation projects with a focus on customer success and satisfaction   Successfully proposed and implemented critical new operational process as a part of Calabrio's new SaaS offering, resulting in increased internal operational efficiency, smoother customer experience, and creating opportunity for future process improvement   Lead and manage multiple projects with strategic Calabrio accounts requiring weekly internal executive level briefings   Create, own, and maintain project plan in Microsoft Project and Salesforce to ensure task alignment and delivery throughout implementation   Manage complete project scope, create and issue project change requests to original statement of work through change request process with a focus on accurate documentation and stakeholder sign-off   Provide implementation process and planning expertise and experience in select pre-sales projects engagements   Work directly with Calabrio implementation engineer resources to coordinate task scheduling and completion   Coordinate third party development and implantation resources   Lead technical and functional requirements gathering with customer for feature or product development consideration   Prepare and deliver internal and external project status communication on a regular cadence   Lead and facilitate regular project status and stakeholder

meetings   Collaborate and communicate across upstream and downstream departments to ensure a successful customer experience IT Project Manager Consultant Fishbowl Solutions January 2015 to December 2015 Fishbowl Solutions is a world-renowned Oracle and Google Partner known for its Oracle Webcenter and Google Search Appliance Consulting and Implementation expertise. Fishbowl is a small company and operates in a very fast paced manner. Projects at Fishbowl center around the Oracle Webcenter product and often involve multiple product modules. Projects included Content, Records, and Digital Asset Management Systems as well as Imaging and Self Service Portal solutions.   Managed 20+ Oracle Content Management System implementations with budgets ranging from 35k to over 500k   Managed five Google Search Appliance projects, which contributed to Fishbowl being named a Google 'Premier Partner'   Led the services production instance of PSA software as the system administrator; trained 10 new users, approved timesheets, billed clients and maintained critical metadata   Directed and managed day-to-day project development throughout implementation and support   Managed project scope, budget, and deliverables as outlined in Statement of Work   Performed technical and functional requirements gathering for development   Led lite agile scrums for custom developed components   Forecasted consulting time and resource utilizations for company planning   Coordinated resource adjustments to manage risk and client expectations   Designed, delivered and maintained a total project plan using Microsoft Project   Planned user acceptance testing, managed deployment procedures and maneuvered large-scale change management processes   Reconciled monthly revenue and time entry data   Worked directly with implementation consultants and client throughout total project Coordinated projects subcontracted to company partners (Quovidion, MC+A, and ARCivate) Performed system walkthrough and review of administrator console to demonstrate basic and advanced system functionality   Troubleshot and triaged software installation issues with client Merchandise Presentation Analyst Target Corporation August 2014 to January 2015   Coordinated client's overseas team in India on project status, deadline and expectations   Conducted project kick-offs with overseas team to communicate process procedures and outline critical path items Planned and assigned tasks based on team skill set   Served as first line of support for store

managers on floor plan interface and database issues to aid in a smooth transition process for the stores across Canada   Forecasted overseas team utilization and future needs   Designed merchandise presentation for Target stores across Canada using JDA software (SAP integrator)   Supported strategic merchandising decisions with reports and analysis, emphasized merchant usability and accuracy   Provided feedback to domestic team of tech partners on how to better utilize overseas resources   Escalated merchandising issues to proper support team; served as the communication liaison to the store executive team leaders Financial Representative Foster Klima & Company June 2013 to May 2014 Functioned as UAT user for CRM implementation (Smart Office)

Managed client pipeline through the underwriting and investment delivery mechanism   Forecasted financial data for clients   Communicated wealth growing opportunities to clients for overall financial education   Designed and delivered financial plans based on client goals using a variety of financial products   Established a client base through effective networking and referral marketing   Educated clients on a wide variety of financial products and strategies to ensure understanding of offerings   Managed client expectations on meeting process and timeline   Processed insurance applications through the underwriting mechanism with a goal of streamlined delivery   Maintained insurance license and continuing education credits Package Handler United Parcel Service September 2012 to June 2013 Operated the package tracking electronics with the goal of speed and accuracy   Coordinated with team on daily tasks and scheduled execution   Regularly exceeded company quotas while maintaining accuracy and provided assistance to other regions   Escalated technology interfacing issues   Participated in the UPS Learn and Earn Education Program Security Monitor, Security Trainer University of Minnesota Police Department September 2010 to September 2012   Acted as a communication liaison between the police department and the public population   Served as Certified Medical First Responder on medical incidents   Coordinated with emergency medical services and police on incident severity, victim condition, and critical health information   Maintained safety for various campus buildings to protect students, visitors, and property   Provided feedback on campus wide security measures   Processed incident reports through proper review channels   Safely secured and armed security

systems for campus buildings upon closing   Performed one-on-one training for new employees with a goal of complete duty understanding   Received Outstanding Student Employee Award for service in April 2011   Achievements and Volunteerism   Volunteered with Special Olympics Minnesota ? Approximately 70 hours in the 2014 year, refereeing, scoreboard, and event operation   2011 University of Minnesota Outstanding Service Award for Student Employees Education Bachelor of Science in Applied Economics University Of Minnesota - Minneapolis-Saint Paul, MN Skills SOFTWARE IMPLEMENTATION, CSS, ECOMMERCE, WEB DESIGN, MICROSOFT PROJECT, JSON (3 years), Project Management (6 years), Project Planning (5 years) Additional Information Expertise Project Management Process Improvement Technical Resource Planning Data Analysis Time Management Team Collaboration Organization Budget Management Microsoft Project Microsoft Visio Microsoft Word Microsoft Excel Github Postman Lite Web Design (HTML, CSS) Leadership   Industries IT Consulting Software Consulting Software Implementation Enterprise Telephony Retail Financial Services Ecommerce

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