

Project Manager Project Manager Project Manager Bellevue, WA Authorized to work in the US for any employer Work Experience Project Manager Kelly Mitchell Group for Microsoft - Bellevue, WA March 2019 to Present Managed various internal cognition projects in the Artificial Intelligence Cognition Group. Project Manager/Solutions Architect AT&T/Insight Global March 2018 to July 2018

Scrum Master and Project Manager managing a global team and global contact center research project using Agile Methodologies and Scrum Framework including heading up discovery meetings and managing team schedules. Created User Stories, documented them and managed team's user stories - over 1,400 on recent telecom/WAN project. Setup sprints, managed backlogs, held daily Scrum Meetings and maintain current Secret Clearance. Investigated top market solutions of CISCO, AVAYA, Genesys, Interactive Intelligence, SKYPE and others. Hold Certification from Interactive Intelligence/Genesys for Project Manager and Sales Engineer. Understand ASPECT call control tables, AVAYA Vectoring, Genesys Call Flow Handlers, IVR, ACD, CRM data dips and screen pops, integration with workflows, scheduling and reporting. Account Executive AVTEX - Seattle, WA January 2016 to June 2017 Cloud/Contact Center Solutions/Microsoft CRM/SharePoint Territory Account Manager for the West Coast Region, AK, HI and International locations. Selling Cloud Contact Centers, on premise and hosted with integrated CTI/API CRM's and database solutions. Specialist in CX, Interactive Intelligence, ASPECT, Cloud Contact Center Solutions, Skype for Business, UC solutions, Multi-channel, omni-channel and CX solutions for F1000 National and Global companies. New Acquisitions Account Executive CENTURYLINK - Seattle, WA March 2015 to December 2015 Execute prospecting duties via cold calling, networking events, email marketing, product webinars, and face-to-face appointments to sell Cloud applications, Cloud IaaS, Cloud SaaS, Cloud contact center solutions, Hosted VoIP, Cloud security and business continuity, and network MPLS. * Manage sales funnel to analyze and coordinate pipeline activity and to monitor against assigned quotas. KEY ACCOMPLISHMENTS * Built new revenue selling telecommunications products and services including cloud contact center solutions to small, medium, and large account base. * Generated an average MMR of \$3K monthly with 36-60 year renewable contracts averaging \$3K to \$ 22K monthly depending on bundle solution.

President/Owner SUMMIT SOLUTIONS LLC - Maple Valley, WA May 2010 to December 2013 *

Delivered computer consulting, network installations, configurations, maintenance and optimizations on Microsoft Small Business Server 2008 as owner and operator. * Managed all aspects of business - from consultation services to financial and accounting management, human resources, and awareness marketing. KEY ACCOMPLISHMENTS * Opened a computer repair shop storefront, managing a staff of four and maintaining business from opening to closing. * Earned a Better Business Bureau A+ rating.

Project Manager - IT-Telecom MICROSOFT - Sammamish, WA August 2009 to April 2010 * Developed project plans completing end-to-end phase management tasks such as predecessors, dependencies, constraints, and timelines. * Led cross-functional meetings with stakeholders from various departments to ensure compliance to budget and timing deadlines. KEY ACCOMPLISHMENTS * Managed three major internal confidential Microsoft TLC projects using AGILE and Light Waterfall methods.

Business Development Executive FRONTLINE SELLING - Atlanta, GA April 2009 to July 2009 Executed promotion and sales of a "Demand Creation" process to Fortune 500 companies, an outsourced selling solution process, incorporating contract maintenance. * Utilized enterprise selling methodologies such as strategic selling, target account selling, solution selling, and consultative selling. KEY ACCOMPLISHMENTS * Opened and closed contract sales agreements worth more than \$6M in sales. * Developed a robust sales pipeline by creating demand for proven predictable, repeatable, and measurable processes.

Service Delivery Manager MICROSOFT - Redmond, WA September 2008 to December 2008 * Managed the sales and marketing of outsourced vendors chosen for various internal marketing divisions. * Coordinated and managed weekly vendor and cross internal business units' meetings to process correlated SLA and work scopes properly and successfully meeting both parties' metrics. KEY ACCOMPLISHMENTS * Appointed key point contact for internal Microsoft Marketing Managers and selected vendors to manage, mitigate and process joint telemarketing and telesales contracts successfully.

Business Development Executive AVANDE - Seattle, WA November 2007 to September 2008 * Executed solution sales and management of all Microsoft Enterprise Server and Office Solutions and Technologies to Fortune 500 companies. * Developed frontline strategies for

engaging initial sales and managed the tracking and closing of all US Central Region accounts, contacts and sales details within Microsoft Dynamics CRM. KEY ACCOMPLISHMENTS *

Maintained top 20 of F500 Central State account base. Education Pending in Business Admin Liberty University - Lynchburg, VA June 2014 to December 2014 Pending AA in Business Admin in Business Admin Bellevue University - Bellevue, WA June 1986 to November 1987 Pending AA in Business Admin in Business Administration Highline Community College - Des Moines, WA September 1982 to November 1984 Skills Acd, Aspect, Avaya, Genesys, Iv, Mitel, Voip, Crm, Active directory, Cisco, Network cabling, Tcp, Tcp/ip, Exchange, Visio, Saas, Sharepoint, Microsoft project, Sql server, Sql, Maintenance, Scheduling, Outlook, budget, Estimating, Scheduling, Outlook, budget, Estimating, Maintenance, Word, Customer Service, Sales Certifications/Licenses Driver's License

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