

Project Manager Project Manager Project Manager - Keolis Commuter Services Aldie, VA ? Over 3 years of experience in designing workflows, evaluating technology to support high performance environments, and working with client companies to implement new technology tools ? Excellent knowledge and experience in requirement gathering, data analysis, application design, application implementation, documentation and data quality as per different segments of SDLC ? Excellent knowledge and experience in designing and executing on test scripts, functional, integration and performance ? Experience in Managing relationships with business customers and maintaining strong working relationships with a cross-functional team that includes managers, technical subject matter experts (SMEs) and developers. ? Quick Learner with Analytical, Problem Solving, and Time Management Skills. ? Strong interpersonal skills, with the ability to work with many levels of management and across multiple lines of business and corporate functions. Work Experience Project Manager Keolis Commuter Services - Boston, MA January 2018 to Present Responsibilities:

- \* Assist in QA, testing, and documentation of new releases within the platforms of responsibility. \*
- Act as the liaison between vendors, Keolis IT and Keolis Departments keeping abreast with software upgrades and functional improvements of current software portfolio and industry trends. \*
- Ensure content owners are sufficiently trained to perform their accountabilities. \*
- Challenge established thinking and processes, discover new ways of approaching and providing solutions. \*
- Follow developed IT Change Management including ability to document changes, workflows and data flows as changes within systems occur. \*
- Accountable for the process, metrics and transition of current flat reports to Qlik Sense platform. \*
- Manage costs of development through third parties \*
- Lead steering committee to determine priorities and order of development \*
- Remove barriers and escalate/mitigate risks that develop. \*
- Accountable for continual improvement of the process. \*
- Provide references for users by writing and maintaining user documentation. \*
- Provide ad hoc and scheduled training as necessary. \*
- Communicate risks to stakeholders and project sponsors; escalate issues and risks for mitigation. \*
- Manage relationships with project stakeholders, including internal and external clients and vendors, keeping stakeholders informed of progress and issues to manage expectations on all project requirements and deliverables. \*
- Facilitate regularly scheduled

project meetings as necessary \* Manage all facets of cross functional projects including: Budget, Project Plan, detailed schedules and milestones, status reporting documents, requirement gathering, summary information in appropriate formats, document repository strategy, team roles and responsibility Business Analyst City of Boston - Boston, MA September 2016 to December 2017 Responsibilities: \* Supported the deployment of Salesforce to replace the City's legacy CRM software through all phases of the software development life cycle. \* Responsibilities include business analysis, technology audits, service request configuration, creating and validating test scripts, coordinating service requests and conducting staff training. \* Utilize the Force.com platform for configuration, requiring familiarity with Lightning and the Salesforce setup menu \* Automate business processes using Workflow Alerts and Actions, Approval Process, Sharing and Validation Rules, Custom Objects, Custom fields, Pick-list, Page Layouts and Custom Tab. \* Configure Dashboards, Custom Reports and Report Folders for different user profiles. \* Work with Salesforce.com Sandbox and production environments, with experience managing full sandbox, developer sandbox and configuration-only sandbox. \* Support Hansen IPS as the City's enterprise permitting application, requiring familiarity with its entity-relationship data model, formula creation, validation rules, page layouts, permission settings, and more. \* Support the deployment of new technologies to enhance mobility and operational data tracking. Associate Project Manager Granite Telecommunications - Quincy, MA September 2015 to March 2016 Responsibilities: \* Maintained regular contact with clients to discuss project progress and address concerns or questions, including making regular visits to client locations to facilitate ongoing work. \* Ensured quality and timeliness of deliverables through issue resolution, regular reports to management, and by developing remediation plans to manage risk factors. \* Resolved customers' concerns with account inquiries including, but not limited to, billing questions, status updates, and service recommendations. Student IT Consultant UMass Boston IT Client Services - Boston, MA November 2014 to June 2015 Responsibilities: \* Served as a liaison between users and IT staff to ensure timeliness of deliverables, and deliverables produced as outlined in project goals \* Created University Required Asset forms and Departmental Transfer documents. \* Assisted with imaging and backing up servers

and user data maintain client confidentiality. \* Resolved service requests, escalating to management when appropriate. \* Attended walkthrough meetings with business users and validated customer data to ensure data integrity. Education Bachelor of Science in Information Technology in Information Technology University of Massachusetts - Boston, MA Skills Budgeting (Less than 1 year), Hansen (1 year), IPS (1 year), QA (1 year), testing (1 year), budget, Outlook, Microsoft Project, Word, Estimating Additional Information Skills Summary Custom Mobile App Development System Migrations/Integrations/upgrades Enterprise-wide Implementations Requirements Analysis Costing & Budgeting Project Scheduling Testing/QA/Rollout/Support Cross-Functional Supervision Team Building & Mentoring Client Relations & Presentations Business & IT Planning Vendor Management Technical Skills Operating systems Windows, Mac, UNIX Languages/Technologies Java, Visual Basic, Perl, HTML, XML, SQL Markup XML/HTML Databases Oracle, MySQL, MSSQL Tools MS Visio, MS Project, MS Excel, Tableau, Hansen IPS, Salesforce, Qlik Sense, Service Now, Nprinting

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