

Project Manager - Administrative Support Project Manager - Administrative Support Project Manager - Administrative Support - Self Employed New York, NY Passionate, value-driven project manager with experience leading cross-functional teams to plan, build, launch and manage world-class products and services. Blend technology skills with extensive PMP and Agile/Scrum experience. Expert at prioritizing and managing multiple projects within specifications and budget restrictions. Authorized to work in the US for any employer Work Experience Project Manager - Administrative Support Self Employed - New York, NY April 2018 to Present Execute weekly performance management metrics reviews for logistics and derive improvement plans Drive root-cause analysis and the successful implementation of corrective actions to improve return on investment or to resolve a problem Establish, implement performance measures and managed transportation projects for government and private clients Business Intelligence Analyst PR Newswire - New York, NY February 2012 to December 2016 Assisted to meet goals for the year by developing reporting tools to help make operational business decisions Created cloud based reports to consolidate information in regards to distribution and impact of MultiMedia Products, provide the organization tools for increase of revenue Tracked projects tasks and milestones using project management methodologies and tools for reports to senior management on weekly basis Reviewed, analyzed and audited customers data to measure and track metrics for various business objectives Identified and closed operational gaps, enhanced business processes and drove continuous improvements Developed project plans and stakeholder reports while managing project expectations, scope, and timelines Project Manager IT New York, NY November 2011 to February 2012 Created documentation and process for the administration of employees by small business Developed training strategy for small business to retrain current and new employees Assistant/ Bilingual PMP/ IT Manager Ranieri and Newman - New York, NY October 2009 to October 2011 Developed and facilitated weekly case status reviews with clients and stakeholders to set task priorities Made arrangements for International travel and Reimbursement Requests Updated insurance adjusters as well as state agencies in regards to client's conditions and case status changes Interpreted between English and Spanish for attorneys to communicate with

Spanish speaking clients Created and programmed client database and archival system for client records Education B.A in Anthropology University at Albany, SUNY - New York, NY A.S in Cyber Security and Networking Bronx Community College - Bronx, NY Skills Adobe Creative Suite, Adobe Dreamweaver, Adobe Photoshop, Agile & Waterfall Methodologies, Algorithms, Anti-virus, Asset Management, Brand Strategy, Branding, Business Analysis, Business Process Improvement, Content Design, Crystal Reports, Digital Innovation, Due Diligence, Editing, Enterprise Software, Event Planning, Floor Plans, Hardware, Help Desk, Higher Education, Hiring, HTML, Human Resources (HR), Incident Response, Information Security, Integration, Internal Communications, Interpersonal Skills, JIRA, Layouts, Managers, Marketing Agency, Mentoring, Mergers & Acquisitions (M&A), Microsoft Office, Microsoft SQL Server, Mobile Applications, Mobile Product Development, MS Excel, Ms Office, MS Outlook, MS PowerPoint, MS Word, Multi-Tasker, Microsoft and Apple OS, Problem Solving, Product Management, Production Management, Programming, Project Coordination, Project Planning, Project Management Office (PMO), Project Management Professional, Project Metrics, Requirements Analysis, Scheduling, Schematics, Scuba Diving , Security Operations, Social Media, Social Networking, Software Development Life Cycle (SDLC), Software Documentation, Spanish, Start-up Environment, Teamwork, Time Management, Tracker, Training, Trend Analysis, Troubleshooting, User Interface Design, Waterfall Project Management, Web Design, Excel, Administrative Assistant, Word, Receptionist, Outlook Links <https://www.linkedin.com/in/ccruz14> Certifications/Licenses Project Management Professional (PMP) Scrum Master (CSM) PADI Divemaster NAUI Rescue Diver CompTIA A+

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