

Project Manager Project Manager Plano, TX Skill Sets and Attributes Highly skilled in Microsoft Excel/PowerPoint/Outlook Excellent oral and written communication skills Knowledgeable in Salesforce General aptitude in solving problems regardless of prior knowledge Fluent in English, Cantonese, and Mandarin and capable of translating in between Authorized to work in the US for any employer Work Experience Project Manager Omnitrac, LLC - Dallas, TX February 2016 to Present Manage large, multi-location, multi-phase implementations as well as technical projects. Prepare initial project documents and tools based on client statement of work. Assist with data analysis on a variety of metrics to understand gaps and root causes. Assist in performing best practices analysis and consult with customers on increasing ROI. Manage and mentor team members on project management and professional service activities. Document project activities and statuses and provide status information to head director. Product Specialist/Lead Omnitrac, LLC - Dallas, TX January 2015 to February 2016 Worked independently and executed projects with minimal direction Developed lesson plans for colleagues and new hires on learning Omnitrac product suite Conducted training classes on Omnitrac product for new hires Monitored and evaluated job performance for new hires Identified, corrected or advised on technical issues on a customer's personal/work computer system or mobile device platform. Tested and installed software and executed test plan with limited instruction IT Technician/Customer Relation AT&T - Austin, TX November 2012 to November 2014 Trained to communicate with clients in a professional manner. Provided Wi-Fi technical support for foreign language customers. Provided Tier 1 up to Tier 2 support and problem resolution for external and internal customers on moderate complexity issues. Detected potential infrastructure issues and wired/wireless connectivity issues on various network devices such as routers, switches, and wireless access points by using virtual terminal connection SSH. Dispatched and notified proper channels in support of the customers. Maintained detailed documentations for each case and record resolution steps in a timely fashion. Adhered to defined company procedures, standards and guidelines. Achievements and Recognition Received highest overall performance and customer satisfaction score in customer service Overall score ranked in top 20 (out of 80 specialists) multiple times Event Coordinator/Volunteer

Volunteer 5k Run Events - Dallas, TX March 2011 to March 2014 Administrated registrations to keep track of each participant s dues and contributions. Supervised and coached a staff of volunteers regarding the logistics of setting up booths, light fixtures, and water stations. Controlled and mitigated the damage caused by unforeseen issues through problem solving techniques Coordinated and strategized space allocation for vendors and sponsors to ensure safety from fire hazards. Achievements and Recognition Attained more than a total of \$150,000+ in donations toward local charities such as Red Cross and Children Hospital in each individual race Attained more than 6,000+ participants each year by passionately promoting the event Education Bachelor of Art in Mathematics in Mathematics The University of Texas at Austin - Austin, TX September 2012

Skills Outlook

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