

IT Project Manager IT Project Manager Sales, Customer Success and Project Management Palm Beach, FL Experience in project management, sales support and customer onboarding; working in various markets of: marketing, web, digital, mobile and print industries. Working for large, small and start-up companies; breaking down communication barriers across departments. Proven success working with stakeholders to meet or exceed sales and defined goals of the company. Recognized by functional groups (developers, creative staff, client services), sales and executive management for exceptional service. Authorized to work in the US for any employer Work Experience IT Project Manager Clerk & Comptroller, Palm Beach County - West Palm Beach, FL September 2018 to April 2019 Developed progress reports, proposals, testing plans and presented to senior management Managed IT projects related to PeopleSoft software; to include onboarding and training outside divisions Credited with time-saving techniques, using software and reporting to reduce meeting times and produce clear communication across multiple departments Information Technology Project Manager Public Reputation - Boca Raton, FL August 2017 to April 2018 Supervised remote Ukrainian Dev-team; running daily standups and re-organized Trello Kanban board Operated in Zoho to support Sales team; organized customer requests, set durations, priority. Also created custom text messages to send to customers, evaluated customer performance and produced various reporting per Sales, Customer and Stakeholder needs Developed checkout page for website to streamline customer sales and account upgrades, for sales team Managed vendor relationships; API integrations with Yext (including requirements gathering), software support, control costs and mitigated risks of project life cycle Project Manager Broward College - Fort Lauderdale, FL 2017 to 2017 Developed workflows for management that provided project queue visibility, priorities and due dates Improved project structure in Asana and created divisions along with project type Created subtasks to give accountability to creative staff and report-on department production Evaluated project requirements and confirmed objectives to reduce edits, re-works that allowed projects to be completed on time and with accuracy Project Manager Deluxe Rewards - Boca Raton, FL 2010 to 2016 Supervised 300+ projects and task management; requirements gathering, monitored timelines and budgets for Client Services, Creative and

Merchandising teams, delivered projects on time and on budget Revised merchandising workflow; defined project requirements and removed task redundancies which led to an increase in product sales by 45% (from \$12m annual sales to \$17.5m annual sales) Print Production Manager Zimmerman Advertising - Fort Lauderdale, FL 2007 to 2009 Managed promotional advertising for 270 Lennar Welcome Home Centers, examples are: brochures, flyers, direct mail, premiums and digital marketing (banner ads, homepage slides) Created custom request forms to improve requirements gathering for creative project Education Associate in Design Art Institute - Fort Lauderdale, FL March 2001 to March 2003 Skills Information Technology, Application Support, Project Management (10+ years), Process Analysis and Improvement (10+ years), Software Implementations (CRM and PM) (6 years), Customer Service (8 years), Scheduling (10+ years) Certifications/Licenses Driver's License Additional Information PMP Prep Course, FAU Online Agile Bootcamp, VersionOne

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