

Project Manager, Marketing & IT Project Manager, Marketing & IT PMP Certified Project Manager  
Seattle, WA Driven team player with a strong background in relationship management, data analysis, and problem-solving. Experienced in project management and process improvement with exceptional organizational skills. Recognized by senior executives to be highly strategic and reliable, I excel at translating ambiguous requirements into actionable solutions. Authorized to work in the US for any employer

**Work Experience**

**Project Manager, Marketing & IT RAM Mounts - Seattle, WA**  
March 2018 to Present

- Serve as a JIRA subject matter expert across departments
- Manage marketing assets from request through design, printing, delivery, and reordering
- Apply root cause analysis to remove bottlenecks and identify opportunities to improve procedures
- Facilitated implementation and development of an operations management system that increased profit by \$20M
- Improved efficiency of business processes by 33% through elimination of non-value added steps
- Successfully coordinated the redesign and launch of rammount.com leading to 23% increase in revenue
- Implemented an IT helpdesk ticketing system that improved customer satisfaction rate by 30%
- Led cross-functional teams to challenge assumptions and develop go-to-market strategies for 72 new products launches

**Marketing Project Coordinator RAM Mounts - Seattle, WA**  
February 2017 to March 2018

- Spearheaded the execution and implementation of JIRA as a centralized ticketing system for the company
- Drove the creation of new marketing processes and improvement of existing processes
- Liaised with internal teams (sales, marketing, engineering, and purchasing) as well as external vendors in the design, development, and production of 8 vertical specific catalogs
- Coordinated, reviewed, and approved the launch of 52 sales collateral, 66 retail packaging, and 30 web page creations
- Communicated brand guidelines and conducted negotiation with vendors to ensure compliance and competitive pricing

**Inside Sales Representative RAM Mounts - Seattle, WA**  
June 2016 to February 2017

- Utilized Salesforce to manage customer relations and drive business goals to achieve 30% revenue growth
- Conducted assessments and investigations to resolve customer concerns and escalations
- Provided feedback towards improvement of existing processes and creation of new processes
- Provided strategic counsel to customers in diverse vertical markets and regions by delivering effective product solutions

Evaluated potential OEM opportunities on product integration and impact on RAM Mounts brand presence  
Education Certificate in Project Management University of Washington - Seattle, WA 2017 to 2018  
Bachelors in Chemistry in Chemistry Denison University - Granville, OH 2010 to 2014  
Skills  
Account Support (Less than 1 year), Acrobat (Less than 1 year), Adobe Acrobat (Less than 1 year),  
Budgeting (Less than 1 year), Customer Service (Less than 1 year), Data Analysis (Less than 1 year),  
Excel (Less than 1 year), JIRA (Less than 1 year), Marketing (Less than 1 year), MS Excel (Less than 1 year),  
MS PowerPoint (Less than 1 year), MS Project (Less than 1 year), packaging (Less than 1 year), PowerPoint (Less than 1 year),  
Scheduling, Outlook, Estimating, budget Links  
<http://linkedin.com/in/cheryltran> Certifications/Licenses Project Management Professional (PMP)  
Present Driver's License

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