

Project Manager Project Manager Project Manager Work Experience Project Manager Alera Healthcare, Inc April 2019 to August 2019 Introduced project management best practices to a fast growing company in order to ensure strategic initiatives are carried out effectively Provide project management training for all teams across the organization Exhibit industry leading leadership and ethics on a compliance team responsible for ensuring all business functions adhere to state and federal law Researched and provided the project management software for the organization based on project needs Created project plans for the compliance department and assigned roles for carrying out project work Project Consultant Lowe's Companies, Inc October 2017 to April 2019 Provide winning solutions for construction and renovation projects, improving customer conversion rate by 2% and contributing to over \$100,000 annually in sales Taken on role as incident and risk owner, using efficient warehouse team coordination, tailored communication across departments, and timely management escalation to resolve project issues and mitigate risk, recovering over \$25,000 in project expenses per month Manage customer relationships by ensuring project processes and deliverables meet customer needs, increasing sales by 1% Inspire through mentorship, ensuring team personnel needs are met through training and support, improving overall team satisfaction and employee retention, reducing turnover by 15% Awarded customer service medal for 2017 and 2018, recognized by management, peers, and my customers for exceptional customer service IT Project Manager/Coordinator Opsgility October 2016 to May 2017 Managed 25 content developers in 3 countries to create over 25 successful online classes Successfully managed projects partnering with over 7 IT partners to deliver specialized training for one of the top 5 companies in the U.S. Created a growth and development plan to onboard and train 17 cloud solution architects to help grow courseware by 2 times Lead agile and hybrid project life cycles to allow for changing customer requirements and quick release of deliverables, allowing for courseware to be delivered 3 earlier Implemented a project procurement strategy that allowed for new market penetration and increased revenue by 5% Project Risk Analyst NTT Data Consulting, Inc November 2015 to October 2016 Analyzed thousands of business documents for federal compliance keeping banks aware of high risk customers saving them millions of dollars in penalties

Gathered requirements from bank executives and government agencies to deliver 3 multimillion dollar projects that satisfied stakeholder needs Created data combining procedures and trained others to use them speeding up processes by over 2 times Promoted to quality control as a top 10% analyst to confirm that deliverables were accurate and complete before handing off to client

Project Manager | Mainframe Systems Engineer PepsiCo January 2012 to March 2014 Led over 10 infrastructure upgrade projects to successful completion, achieving no downtime to services responsible for over 10 million dollars in transactions annually Managed infrastructure, IT operations bridge, and impacted application teams, communicating with over 200 stakeholders to ensure successful requirement and stakeholder management Trained incoming infrastructure managers and system engineers to allow team growth and team excellence Achieved 4 performance recognition awards and 2 promotions as a result of project management efforts

Education Bachelors in Science in Business Computer Information Systems University of North Texas - Denton, TX January 2012 Skills Outlook, Scheduling, budget, Scheduling, Outlook, budget, Estimating, Maintenance, Word, Customer Service, Microsoft Project Certifications/Licenses Project Management Professional (PMP) Driver's License

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