


OLIVIA ANDERSON

Amazon Program Manager

CONTACT

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(123) 456-7890 

Spokane, WA 

[LinkedIn](#) 

EDUCATION

Bachelor of Science
Business Administration
University of Washington
2011 - 2015
Seattle, WA

SKILLS

JIRA
Microsoft Teams
Excel
Salesforce
SAP
Trello
Scrum
Power BI

CERTIFICATIONS

Project Management
Professional (PMP)

WORK EXPERIENCE

Program Manager

Expedia Group

2019 - current / Spokane, WA

- Oversaw the execution of new Expedia programs, **growing revenue by 18% and customer satisfaction by 47%**.
- Analyzed program data to identify and eliminate bottlenecks, improving overall process efficiency by 26%.
- Applied Scrum methodologies to drive agile program management, resulting in a 29% faster program delivery time.
- Created interactive reports with Power BI, providing stakeholders with real-time program performance insights.

Associate Product Manager

Nordstrom

2017 - 2019 / Tacoma, WA

- Managed the end-to-end lifecycle of product initiatives at Nordstrom, boosting total revenue by 23%.
- Tracked sales performance using Salesforce to strategize targeted marketing campaigns that netted 36% more customers.
- Streamlined inventory management processes by using SAP to reduce stockouts by 19% and optimize supply chain efficiency.
- Implemented Trello to coordinate product development tasks, resulting in a **57% improvement in project visibility**.

Project Coordinator

Microsoft Corporation

2015 - 2017 / Redmond, WA

- Coordinated cross-functional projects for Microsoft to ensure efficient delivery of project milestones within budget.
- Organized project tasks in JIRA to **achieve a 96% on-time completion rate**.
- Facilitated effective project collaboration with Microsoft Teams, limiting miscommunication errors by 61%.
- Maintained project budgets in Excel by tracking expenses, minimizing project cost overruns by 32%.