

MATTHEW TREMAINE

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PROJECT MANAGER

INNOVATIVE LEADER | AWARD-WINNING PERFORMER | PROJECT MANAGEMENT | CUSTOMER ENGAGEMENT

Highly motivated and talented project manager with **8+** years of experience in leading software development teams and building advertisement programs. Specialties include project management, management consulting, and customer service management. Engaging team player easily building customer loyalty, managing international \$1M projects, exceeding performance goals, and achieving operational sales awards through commitment, flexibility, organization, diligence, and competitive spirit.

CORE COMPETENCIES

- Performance Tracking & Project Lifecycle Management
- Cost Management, Negotiations, & Risk Management
- Superior Communication & Interpersonal Awareness
- Exceptional Problem Solving & Analytical Thinking
- Business Analysis & Agile Methodologies
- Creative Thinking & Conflict Resolution
- Leadership Adviser & Customer Relationship Management
- Time Management, Organization & Project Management
- Vendor Management & Business Process Improvement
- Excellent Client/Customer Service & Budget Planning
- Customer Retention & Strategic Resource Planning
- Cross-Functional Leadership & Team Building

PROFESSIONAL EXPERIENCE

PROJECT MANAGER

Izon Network

May 2018 - September 2020

Scottsdale, AZ

- **Led** the software development team, using **PMI principles** and **Agile Methodology**, to create the IZON Golf Web Portal and GPS Application. Provide project updates on a consistent basis to various stakeholders about strategy, adjustments, and progress.
- **Drove** stakeholder satisfaction by maintaining a positive cost variance, minimizing scope creep and gold plating, and continuously hitting set milestones.
- **Utilized** industry best practices, techniques, and standards throughout completing **30** customer project installations within a **6** week completion time. **Maintained 99.8%** SLA by ensuring the hardware and software products in field operated **16** hours of uptime per day.
- **Oversaw** customer installations by preparing the budget based on scope of work and resource requirements. **Tailored** each project to fit the needs of the customer. Monitored and controlled project costs during the installations in order to meet budget.
- **Authored** a Team Charter and Leadership Plan for all team members to follow. **Delegated** tasks on the project to employees best positioned to complete them.
- **Identified** and managed potential risks and liabilities of multiple projects. **Implemented** a risk management strategy to mitigate any issues that could arise and negatively impact the project.
- Developed **all** customer service scripts, tutorials, and training materials for all employees supporting customer service inquiries or providing technical support.
- **Installed 1600+** field tablets after sourcing and obtaining compatible *Mobile Device Management (MDM) software provider, Manage Engine*, as well as using the online portal daily to monitor all devices.
- **Optimized** customer satisfaction by achieving **99%** success rating by responding within **1** business day to client product and support issues.

PROJECT MANAGER

Clear Channel Airports

June 2016 - May 2018

Allentown, PA

- **Led multiple** projects, using **PMI principles** and **waterfall methodology**, through completion resulting in **First** year profits ranging from **\$30k - \$700k** for projects with various budgets from \$55K to \$890K.
- **Determined and defined** project scope and objectives with the project sponsor. Predict resources needed to reach objectives and manage resources in an effective and efficient manner.
- **Utilized** Procurement Management best practices to assess contracts with vendors and suppliers to ensure the best project installation partnership was made.
- **Developed** communication plan with the airport executives and other stakeholders to keep the project aligned with their goals. Making effective decisions when presented with multiple options for how to progress with the project.
- **Appointed** as key account manager for Enterprise Holdings resulting in selling an individual contract worth \$400k over 3 years for a specialty product which included obtaining approval from the airport management team before contract completion.
- **Managed 14** on-site airport service representatives, resulting in **4** winning *Service Representative of the Month* over **24** months from portfolio of **100** service representatives.
- **Created** advertising programs for a network of **14** Caribbean airports performing installations by working **65%** remote office and traveling **35%** to onsite environments.
- **Saved Revenue** by decreasing customer credits from **\$45K** to below **\$25K** averaging **50%** in assigned **14** markets within **2** years.
- **Achieved 97 %** SLA for maintaining **24/7** hours of operations uptime in production environment.

PROGRAM SPECIALIST**Basware****December 2014 - June 2016***Parsippany, NJ*

- **Spearheaded** the customer implementation strategy with the guidance of the project sponsor. **Adjusted** schedules and targets on the implementation as needed.
- **Maintained** Stakeholder satisfaction by creating and presenting weekly status reports and **pivoting** the implementation strategy if needed.
- **Developed** company training materials for all US customers for general customer service inquiries and specific instructions for each configured portal, providing video tutorials, screenshot tutorials, customer service scripts, and knowledge base guide.
- **Launched** the supplier activation campaign for Robert Shaw's **2700+** vendors successfully onboarding and activating over **75%** of vendors within the **First 3** months.
- **Transitioned 5000+** vendors to new web portal through creation and organization of robust onboarding campaigns.
- **Supported 10,000+** global vendors network while coordinating project scheduling for **95%** remote working environment. Collaborate with the customer in creating vendor communications and activation websites.
- **Increased** the vendor sign-up by **10%** over an 8 month period through leading an aggressive campaign strategy and tracking each company location of the vendor sign-ups across the United States.

STRATEGIC ACCOUNTS COORDINATOR**TaylorMade Adidas Golf****July 2012 - December 2014***Carlsbad, CA*

- **Assigned** as the Team Lead for the Oracle Order Management System implementation. Helped train and provide guidance on using the new software to the Strategic Accounts Team.
- **Increased efficiency by** decreasing the average custom order processing time of four to five days *by a full 24 hours*.
- **Managed \$15M** in **yearly** sales orders for military and large retail accounts. **Cultivated** account buyer and sales representative relationships upselling products increasing invoiced sales, processed orders for big-box retailers, and provided account support.
- **Achieved 98%** accuracy level (*94% min*) for all custom orders which decreased the return of customized product orders and sunk costs. Assigned as team leader after training and implementation of Oracle software served as SME for department.
- **Processed \$5M** in closeout orders the final **week** of the **year** positioning the company in achieving the EOY sales goal by **100%**.

EDUCATION**MASTER OF SCIENCE | SOFTWARE ENGINEERING****Arizona State University**Graduation Pending **2021***Tempe, AZ***TECHNICAL PROJECT MANAGEMENT PROGRAM****Thinkful Academy****2020***Phoenix, AZ***BACHELOR OF SCIENCE | BUSINESS ADMINISTRATION | BUSINESS MANAGEMENT****Coastal Carolina University | Golf Athlete | *Jon M. Pritsch Golf Scholarship Recipient* | 2006 & 2007****2011***Conway, SC*

AWARDS & ACHIEVEMENTS**2017 | Operations Player of the Quarter 2 | *Clear Channel Airports*****2016 | Newcomer of the Year award | *Clear Channel Airports*****2015 | Extremely High-Performance Review | 7.5% Yearly Raise, top raise | *Basware*****2014 | Team Player of the Year | *Taylormade Adidas Golf***

PROFESSIONAL AFFILIATIONS**PMP | PMI | *Pending November 2020*****PGA MEMBER | Pro Golf Association | *CLASS A* | 2011 -2019**

BUSINESS & TECHNICAL SKILLS

Microsoft Office | Excel | Word | PowerPoint | MS Project | Software as a Service (SaaS) | Salesforce | Hubspot | G-Suite | Google Docs | Asana SharePoint | JIRA | Manage Engine | DropBox | Customer Relationship Management (CRM) | Marketing | Sales | Management Consulting | Account Management |