

Bradley Pagano

6102 Beaver Creek Rd. • Alpharetta, GA 30022

678-215-3684 • bpagano5243@gmail.com



PROJECT MANAGER

Technically-savvy and customer-focused professional with a proven track record managing projects to meet milestones. Well versed in leading strategic business development initiatives through planning, development, and implementation, successfully achieving goals and meeting customer requirements. Collaborated with multiple teams to achieve on-time project completion resulting in customer loyalty. Strong communicator with demonstrated abilities to connect with diverse audiences.

- **STRATEGIC PLANNING**
- **BUDGETING, AUDITING**
- **CLIENT RELATIONS**
- **TEAM MANAGEMENT**
- **SCHEDULING**
- **VENDOR COORDINATION**
- **TRAINING**
- **RISK MANAGEMENT**
- **RESOURCE MANAGEMENT**

PC/Mac, MS Office (Word, Excel, PowerPoint, Outlook), MS Project,
Salesforce, CRMQuickbase: CRM & Project Management

PROFESSIONAL CAREER HISTORY

Project Resources Group, Atlanta, Georgia

Fiber Project Manager (April 2017 – September 2019)

Direct, and report on two different Comcast Metro-E fiber markets.

- Lead Salesforce optimization and customization, reducing the number of repetitive tasks during quote development.
- Educated sales staff and management about new technologies available for additive manufacturing, allowing sales staff to fully utilize manufacturing technology
- Charged with communicating, testing, and signing of new vendors for post build operations, opening new possibilities for customer requirements.
- Reduced confusion in the workplace by mediating communication between production and sales

Fast Radius, Chamblee, Georgia

Sales Engineer (July 2016 – December 2016)

Quote and manage 3D printing, CNC, and Injection molding projects.

- Lead Salesforce optimization and customization, reducing the number of repetitive tasks during quote development.
- Educated sales staff and management about new technologies available for additive manufacturing, allowing sales staff to fully utilize manufacturing technology
- Charged with communicating, testing, and signing of new vendors for post build operations, opening new possibilities for customer requirements.
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Stratays Direct Manufacturing, Austin, Texas

Project Engineer (May 2014 – June 2016)

Quote and manage 3D printing projects with multiple teams including locations in California, Arizona, Texas, and Minnesota.

- Provided counseling to clients, directing them towards the correct purchase for a specific need he or she may have.
- Gather, document, and communicate customer requirements to production teams, reducing the amount of issues and rework required.
- Reduced risk during production process by maintaining communication with production teams in all 6 production facilities.
- Hand picked to train new Project Engineers that had transitioned from other roles in the organization in Minnesota.

Directed Manufacturing, Austin, Texas

Project Engineer (April 2013 – November 2013)

Coordinated with two separate production teams, providing customer with accurate post sale information.

- Improved internal project tracking by developing detailed step-by-step instructions for production teams.
- Provided leadership team with client quotas success rates by tracking and reporting monthly and quarterly sales figures.
- Created new relationships with external vendors for outsourcing some work, improving customer lead times.

3D Systems, Atlanta, Georgia

Project Manager (June 2010 – March 2013)

Managed all 3D printing projects for the west coast territory including California, Arizona, and Texas.

- Collaborated with 3 different internal shops in Seattle WA, Lawrenceburg TN, and Rock Hill SC, increasing efficiency and on time deliveries.
- Coordinated with shop leadership and manufacturing oversight team, optimizing build platforms resulting in a margin increase from 32% in 2010 to nearly 53% in 2013.
- Finished 2012 with a NPS (Net Performance Score) score of 70% for the west coast, the highest the territory had ever received, by developing loyal customer relationships with regular communications, notifications, and expedited processing.
- Awarded the *Blue Vase Award* in 2011 in recognition for excellence in managing customer and vendor relationships.

EDUCATION

Bachelor of Business Administration: Management

Kennesaw State University, Kennesaw, Georgia