# **CAROLYN E. YOUNG**

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**PROJECT MANAGEMENT PROFESSIONAL | DATA ANALYSIS | ITIL | BUSINESS ANALYSIS**

Strategic, results-driven project management professional with proven expertise in using Information Technology, including Python Programming, PowerShell Scripting, and Power BI. Diverse expertise in I.T. systems analytics, customer service operations oversight and a plethora of experience in maintaining organization budgeting constraints. Demonstrated ability to adapt to any working environment, with flexibility and agility while establishing and maintaining sustainable partnerships within organizations. A dedicated and practiced professional with experience in cross-functional team management, student development, and data management.

* Highly experienced in the software development lifecycle and end-to-end project management, from concept through development and delivery.
* Subject Matter Expert in data gathering, use of information systems to develop business analytics, and establishing sustainable program operations policies and procedures.
* Excellent oral and written communication skills, solid interpersonal skills.
* Strong organizational, planning, and operations management skills.
* Advanced proficiency in Microsoft 365, Smartsheet, PowerShell scripting, Python, Visual Studio Code Integrated Development Environment (IDE), Git Version Control, Power Platform, SQL Server, Power BI (Desktop and Pro), and Tableau Desktop.

**AREAS OF EXPERTISE**

Project Management, Program Management, Quality Assurance, System and Software Development Lifecycle, Process Improvement, Systems Implementation, Student Development, Vendor Relations Management, Data Visualization and Reporting, I.T. Project Management, Personnel Management, Customer Relations Management, Contractual Procurement, Business and Systems Analysis, and Leadership

**CERTIFICATIONS**

Project Management Professional (PMP) Certification

ITIL, I.T. Infrastructure Library

**PROFESSIONAL EXPERIENCE**

PROJECT MANAGEMENT

University of Georgia - Athens, GA 08/2018 – Present

Collaborate with internal business partners to provide project management support on system integrations, upgrades, and strategic initiatives aligned with the mission and vision at the University of Georgia. Provide support and author documentation for cross-functional academic offices. Assist the Information Technology division for upgrades to the Banner (9) Administrative Pages, Self-Service (Banner 9 SSB), and Degree Works 5.1 student information systems. Assess and review business requirements for new initiatives, and product enhancements in Power BI Desktop, Tableau Desktop, and Power Platform to streamline processes, and gain efficiencies.

* Apply various business intelligence and data visualization tools to report on current trends related to student enrollment (by academic standing), pipeline projects for leadership.
* Connect to multiple data sources using PowerShell and Python for data import. Utilize Excel Power Query to import data and perform cleansing, transformation, etc. prior to report creation.
* Create SQL queries with result sets added into data reports to assist in constructing visualizations, dashboards (with automatic scheduled refresh), and updates to existing data reports.
* Devise test cases for quality assurance and user acceptance testing for execution aligned with business requirements.
* Perform data modeling creating new and modifying existing relationships between tables. Design report and dashboard layouts to include buttons, bookmarks, apply slicing to drilldown data for storytelling, and filtering, and sorting capabilities.
* Develop written procedures and documentation for data management processes and end-user "how-to-guides" for new systems and enhancements.
* Implement Git to track changes to files, and repositories for project initiatives.
* Build solutions using Microsoft Power Platform to automate business procedures, increase team productivity, and reduce manual processes.
* Design workflows and diagrams to illustrate business processes for student interest, application submitted, and acceptance to dual Undergraduate and Graduate degree programs.

PROJECT MANAGER

Georgia Gwinnett College – Lawrenceville, GA 07/2014-07/2018

Directed the selection and integration of a new Customer Relationship Management (CRM) system for the Call Center to align with the College’s strategic initiative on Enrollment and Student Engagement. Demonstrated effective, efficient, and management of campus-wide initiatives supporting the Executive Cabinet, the Office of Educational Technology (“OET”) and internal customers.

* Utilized SQL to generate queries to retrieve data on helpdesk ticket requests, laptop replacement lifecycle, classroom upgrades, student demographics, academic programs, etc.
* Created data-driven stories with reports, dashboards and metrics presented to leadership and stakeholders.
* Gathered and documented business requirements for software and infrastructure projects.
* Coordinated, lead, and document project team meetings. Create tasks, and backlog using software development tool.
* Used and collaborated with the Application Development team in building online repositories using Git for project tracking.
* Applied various business intelligence tools for data cleansing, modeling, merging and appending queries, etc. for data visualizations and analysis.
* Generated PowerShell scripts to extract data from department shares to import into business intelligence systems.
* Designed online repository to store queries, and reports for immediate access.

BUSINESS ANALYST/PROJECT MANAGER

North American Mission Board – Atlanta, GA 04/2014-06/2014

Performed requirements gathering and analyzing of data. Developed and implemented test plans to ensure successful delivery of projects. Accurately determined, assigned, tracked, and managed project tasks, activity, risks and issues, and documentation.

* Facilitated meetings with C-level stakeholders communicating scheduled and upcoming software releases.
* Gathered and documented stakeholder requirements for online applications submitted for missionary opportunities.
* Managed assignment of software development requests to third party vendors.
* Created project schedule with activities/durations, resource assignments, and milestone deliverables.
* Produced documentation and training materials required for QA and implementation.

PROJECT MANAGER

QBE FIRST – Atlanta, GA 07/2011-02/2014

Coordinated the implementation of the Consumer Marketing End State Program for New Business sales and Renewals by way of enforcing policies for various Insurance Programs. Managed program implementation of the Consumer Carrier Conversion In-State Program and between source and target policy management systems resulting from company acquisition. Led and managed on and offshore cross functional teams across business units in I.T., Accounting, Agency Sales, Finance, System Integration, Business Analysis, and Quality Assurance project teams.

* Collaborated with external agency senior business partners modifying materials and brochures for Renters Insurance sales within Multi-Dwelling Units (MDU) and Financial Institutions (FI) marketing space.
* Conducted risk assessment workshops with project team(s) prioritizing risks, probability of occurrence and establishing risk mitigation plans.
* Managed change control and changes to scope and communicated impacts to management and key stakeholders.
* Planned, coordinated, and monitored timing for scheduled policy extracts between source and target policy management systems in accordance with Department of Insurance (DOI) State regulations.
* Documented User Acceptance Testing (UAT) generating project artifacts for creating test scripts for execution.

PROJECT MANAGER

SITA – Atlanta, GA 07/2009-01/2011

Managed large-scale projects consisting of project funding of $1,000,000+. Successfully completed web-based projects using hand-held technology to monitor, track, and display customer details. Created and executed project work schedules with revisions to meet business requirements and customer expectations. Effectively applied Project Management Office (PMO) and Software Development Cycle methodologies (SDLC) enforcing standards throughout project lifecycle to facilitate process improvement across the organization.

* Defined and documented detailed Project Management Plan (PMP) and relevant project artifacts for planning and reporting purposes.
* Negotiated with resource managers and third-party suppliers for project resources with assigned responsibilities defined to meet delivery targets.
* Provided leadership, motivation and direction to project team(s) and contributors according to business requirements.
* Generated monthly WIP (Work in Progress) reports for project forecasting analyzing project profitability, revenue vs. expenditures, and resource utilization.
* Produced regular and accurate progress reports and communicated project health during monthly Portfolio Review Board (PRB) meetings to stakeholders achieving and maintaining 90% and greater KPIs (Key Performance Indicators).

**EDUCATION**

**MASTERS BUSINESS ADMINISTRATION – General Management**

Metropolitan College of New York

**BACHELOR OF BUSINESS ADMINISTRATION- Business Administration**

Audrey Cohen College