

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Resourceful Project Manager with 15 years of expertise in monitoring and controlling a deliverable through each iteration of an Agile project life cycle. Currently, managing a \$13.5M project budget for a Waterfall and Agile application development project and also managed a \$24M project budget in the past for USPS. Leads procurement of resources including equipment and supplies. Monitors Iterations by adhering to product scoping and budget, managing production team, identifying risks and obstacles and providing targeted deliverables. Knowledgeable in accounting principles, bookkeeping, budget, and financial management. Hands-on experience using Scrum, Agile, Kanban, Hybrid, and Critical path Methods to successfully complete desired deliverables. Constantly updating the Lessons Learned Repository ensuring success in future endeavors. A Project Manager that will lead cross-functional teams for the commercialization of new products as well as business process projects. Works with team members and stakeholders to define project scope, timing, funding, and resource requirements. Collaborating with the project team to identify risks and develop mitigation and contingency plans to minimize risk impact and keep the project moving forward.

SKILLS

- Project Scoping, Scope Creep
- Scrum Master
- Power BI, Jira, Tableau
- TFS (Team Foundation Server)/ Azure DevOps
- Sharepoint, Smartsheet
- PowerPoint, MS Word, Excel, MS Project, MS Office Suite: Outlook, Microsoft Teams, Zoom
- Agile/Scrum
- SAP, SPC, WHS, Clearplan specialist
- Skilled in WBS (Work Breakdown System)
- Project planning and development
- Advanced understanding of Budgeting and Cost Analysis
- Skilled Negotiator

WORK HISTORY

Thermo Fisher Scientific Inc. - Project Manager Warehouse Distribution/SAP MM Consultant Pacific, MO • 04/2019 - Current

- Developed and created an IT system to accelerate each iteration through the PLM tool of an Agile PM life cycle
- Managed projects from procurement to commission, as many as 147 projects at a time.
- Created a Change Management Plan for PLM tool incorporating ideas and suggestions from the Scrum meetings.
- Scheduled and facilitated meetings between project stakeholders to discuss deliverables, schedules and conflicts.
- Developed project management roadmap to define project objectives, timelines and milestones.
- Outlined work plans, determined resources, wrote timelines and generated initial budgets as part of project scope determination.
- Led and assisted technical upgrade projects for clients by working and coordinating with consultants and developers for integrations.
- Analyzed architecture design, scoping, implementation, testing and deployment needs to define project requirements.
- Designed, documented and executed system upgrades and patch management using update manager.
- Designed new projects with timelines, budgets and scope of work plans.
- Performed duties in accordance with applicable standards, policies and regulatory guidelines to promote safe working environment.

Recovery Services - Project Manager, IT/Data Analyst

St Louis, MO • 03/2016 - 02/2019

- Developed and initiated IT projects, managed costs, and monitored performance.
- Oversaw high profile projects for by planning, designing, and scheduling phases.
- Gathered requirements, defined scopes, allocated resources and established schedules meeting or exceeding project demands.
- Scheduled and facilitated meetings between project stakeholders to discuss deliverables, schedules and conflicts.
- Obtained needed resources by strategically negotiating with stakeholders and outside suppliers.
- Developed tables, views and materialized views using SQL.
- Designed and developed schema data models.
- Created various Excel documents to assist with pulling metrics data and presenting information to stakeholders for concise explanations of best placement for needed resources.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- Configured hardware, devices and software to set up work stations for employees.
- Patched software and installed new versions to eliminate security problems and protect data.

Stanley - Project Manager, Client Services

St Louis, MO • 12/2010 - 01/2016

- Supervised employees and assessed performances to determine training needs and define accurate plans for decreasing process lags.
- Designed and implemented strategic business plans to achieve growth and sales goals while managing sales team and building long-lasting customer relationships.
- Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.
- Boosted traceability initiatives by managing client correspondence, tracking records and utilizing data communications.
- Collaborated with finance department on invoicing accuracy for applicable products, services, software and logistics.

USPS - Postmaster

St Louis, MO • 02/1995 - 02/2010

- Assisted customers in determining proper postal service to align with individual needs.
- Hired, trained and evaluated performance of 260 employees.
- Managed flow, operations and management services for over 20,000 daily post office visitors.
- Designed and maintained budget of over 3 million dollars to cut costs by 8 %.
- Delivered exceptional level of service to each customer by listening to concerns and answering questions.
- Developed and maintained detailed reports of all post office activities using POS.
- Resolved conflicts and negotiated mutually beneficial agreements between Union parties.
- Managed daily operations of 260 employees at post office.
- Delivered outstanding service to clients to maintain and extend relationships for future business opportunities.
- Kept stakeholders up-to-date on details pertaining to client projects.
- Delegated tasks to existing support team members and used cloud-based tools to help solve complex business issues.

AFFILIATIONS