

# KENDRA PERRY

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Dedicated and organized program manager with 13+ years' experience coordinating multi-disciplinary teams across multiple programs. Excellent risk management skills with a talent for contingency planning to avoid foreseeable issues. Motivational self-starter with a proven track record for effective colleague deployment and mentorship.

## PROFESSIONAL EXPERIENCE

### PROGRAM MANAGER

MetaBank, Orlando, FL | March 2013 - Present

- ◆ Monitor remote workforce performance and identify areas for improvement or where training is required
- ◆ Use insights to devise a comprehensive training and professional development schedule, improving efficiency by 43% in 2020 and employee satisfaction by 75%
- ◆ Actively create opportunities for remote knowledge sharing and use technology innovatively to allow collaborative working across a wide geographic area
- ◆ Monitor program milestones and outcomes and solve problems as they arise, resulting in 34% faster progress towards target outcomes in 2020

### PROGRAM MANAGER

ServiceNow, Orlando, FL | July 2007 - March 2013

- ◆ Led several programs simultaneously to improve operational efficiency and customer experiences, carefully prioritizing tasks to ensure timely outcomes
- ◆ Worked collaboratively with other managers to analyze and strategically change policies and procedures to improve customer service
- ◆ Responded quickly to changes in business needs, updating practices and expectations and promoting workplace adaptability
- ◆ Maintained strong cross-departmental relationships and worked with colleagues from other disciplines to solve complex operational problems

## EDUCATION

### BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION

Everglades University, Orlando, FL | September 2003 - June 2007

## KEY SKILLS

- ◆ Multitasking and prioritization
- ◆ Assertive and motivational leadership
- ◆ Risk mitigation
- Excellent organization
- ◆ Strong written and verbal communication