Beatrice Amezian

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Profile
Highly organized and detail-oriented Junior Project Manager with a background in Software Engineering and proven experience in project coordination and management. Adept at supervising project lifecycles, ensuring quality control, efficient resource allocation, and adherence to timelines. Fluent in French and English, with a strong command of various project management tools and techniques.

Education
Bachelor's in Software Engineering
  Superior technology school ETS
College degree in Pure and Applied Sciences
  Rosemont College

Core Competencies
Project Management:
Budget Management, Resource Allocation, Project initiation, Task management, Risk management
Technical Skills:
Microsoft Project, SAP, Java, C, VBA, TypeScript, Power BI, SharePoint, SolidWorks, Windows, Linux, OS
Languages:
Fluent in French, English, Russian and Arabic. + Conversational Spanish.
Soft Skills:
Problem Solving, Leadership, Teamwork, Prioritization, Critical Thinking, Diplomacy, Communication

Relevant Courses
Project Management:
  • Project Profitability Analysis
  • Project Management & Quality Assurance
  • Personnel Management and Industrial Relations
  • DevOps Approach
  • Agile Project Management
  • Requirements Analysis
  • Waterfall Approach

Professional Experience

Junior Project Manager
ADM (Aéroports de Montréal)| Montréal, QC

• Defined project scope, goals, and deliverables with senior management and stakeholders, ensuring alignment with organizational objectives.
• Managed project schedules, resource allocation, and critical path using MS Project.
• Monitored and reported project budgets, forecasts, and financial performance in collaboration with IT Finance via SAP.
• Delivered client-requested projects on time and within budget, reducing operational delays and boosting throughput over a 3-month period.
• Standardized project documentation and reporting to enhance stakeholder communication and progress tracking.
• Established and communicated project success criteria, ensuring stakeholder alignment throughout the project life cycle.
• Led risk management and conflict resolution to mitigate risks and ensure successful project outcomes.

Project Coordinator & Advisor
Service Canada | Montréal, QC

• Defined project success criteria with senior management, aligning goals with key deliverables and milestones.
• Managed timelines, resource planning, and quality control for IT system improvements, reducing system downtime by 13%.
• Created project reports and dashboards in Power BI and Excel, delivering data-driven insights to senior management.
• Collaborated with cross-functional teams to manage dependencies and ensure timely project delivery.
• Conducted risk assessments, implemented change management, and resolved conflicts for smooth project execution.

Project Coordinator, Process & Tool Implementation
Pratt and Whitney (Sales Operations Inventory Planning) | Montréal, QC

• Coordinated the implementation of new processes and tools, automating manual tasks and freeing up 7.5 hours per week, resulting in a 21% increase in productivity across the team.
• Conducted critical path analysis and resource allocation for process improvements, ensuring alignment with project timelines and deliverables.
• Led the automation of data processing tasks using VBA, significantly reducing manual workloads.
• Created detailed Power BI reports, providing actionable insights for strategic decision-making.
• Defined success criteria and tracked KPIs to communicate project progress to stakeholders.
• Facilitated lessons learned sessions and contributed to continuous improvement initiatives.

Software :
- Design and evaluation of user interfaces
- IP communications networks
- Object Oriented Design
- Maintenance Tests
- High Performance Databases
- Software Architecture
- System and Software security
- Internet of Things (IoT)
- Intelligent systems and algorithms

Technical Specialist
Apple Store | Montréal, QC

- Led cross-functional teams to resolve technical issues, improving customer satisfaction and fostering team collaboration.
- Managed small-scale technical projects, overseeing resource allocation, timelines, and deliverables to meet customer demands.
- Developed and delivered training materials, streamlining user onboarding and reducing post-purchase support inquiries.
- Collaborated with sales, technical, and customer service teams to identify and resolve system inefficiencies, enhancing overall operational performance.

Junior Electronics Technician
Aéroports de Montréal (Engineering and Terminal Maintenance) | Montréal, QC

- Supported engineering teams in planning and executing of infrastructure projects, ensuring adherence to deadlines and quality standards.
- Managed and coordinated infrastructure replacements (door keyboards, microphone stations), overseeing resource allocation and timelines to improve airport security operations.
- Conducted thorough safety tests and collaborated with security teams to ensure compliance with safety regulations and internal standards.

Assistant Technical Specialist
Pharmaprix | Montréal, QC

- Managed daily operations and resource allocation, optimizing workflows to ensure efficient service delivery and high customer satisfaction.
- Identified process inefficiencies and implemented improvements, reducing prescription preparation time and minimizing errors.
- Collaborated with pharmacists to incorporate customer feedback, enhancing service quality and driving continuous improvement.

High School and Middle School Coding Instructor
Various Schools

- Designed and led coding and robotics programs, focusing on developing students' critical thinking, problem-solving, and coding logic skills.
- Implemented project-based learning modules, allowing students to apply programming knowledge to real-world challenges and teamwork exercises.
- Created a collaborative and engaging learning environment, improving students' coding competencies and retention rates.

Call Center Team Lead
Rogers | Montréal, QC

- Managed and coached a team of 10 agents, driving a 25% improvement in performance and enhancing overall customer satisfaction scores by 10%.
- Analysed performance metrics using CRM tools, providing senior management with actionable insights for improving operational efficiency.
- Implemented a new call handling process, reducing average call time by 11% while maintaining service quality.
- Led daily team briefings, fostering collaboration and driving continuous improvement to meet key performance indicators.