

## **PROFESSIONAL SUMMARY**

Results-driven Project Manager with over 10 years of experience in leading the successful planning, execution, and delivery of complex projects. Expertise in managing project scope, developing precise project timelines, and guiding cross-functional teams to ensure projects are completed on time and within budget. Strong analytical and communication skills, adept at identifying and implementing process improvements. Committed to fostering collaborative relationships with stakeholders and providing consistent updates throughout project lifecycles.

## **PROFESSIONAL EXPERIENCE**

**IT Project Manager** **12/2017 - 05/2025**  
**The Bradford Group** **Niles, IL**

- Directed, coordinated, and executed projects valued from \$20k to \$5M, ensuring alignment with organizational strategy and goals.
- Planned and implemented comprehensive project frameworks, clearly defining scope, objectives, and deliverables.
- Allocated resources efficiently and managed project budgets, while defining tasks and assembling skilled project teams.
- Developed Statements of Work (SOWs) and Requests for Proposals (RFPs) to articulate project requirements and vendor expectations.
- Engineered detailed project schedules and timelines, diligently tracking deliverables and overall process.
- Facilitated effective change management processes, evaluating and assessing project outcomes and results.
- Championed transparent communication among internal and external project teams through regular meetings.

**Ecommerce Product Specialist** **03/2016 - 10/2017**  
**U.S. LBM** **Buffalo Grove, IL**

- Managed data requirements for the organization's B2B portal, ensuring accuracy and currency of product information.
- Built and maintained supplier relationships to guarantee up-to-date product data through cross-functional collaboration.
- Optimized collection and maintenance processes for product information to enhance operational efficiency.

**Senior Consultant – PIM** **06/2014 - 03/2016**  
**Ideosity, Inc.** **West Dundee, IL**

- Oversaw all aspects of project management for the implementation of Informatica and Inriver PIM systems.
- Developed solution design documents and technical requirements, as well as training materials for the end-users.
- Conducted customer design workshops to provide expert consulting and hands-on implementation support.

**Customer Care/Implementation Manager** **04/2013 - 06/2014**  
**Pacsoft USA** **Arlington Heights, IL**

- Supervised the entire implementation process from pre-installation to post-installation follow-ups, ensuring customer satisfaction.
- Coordinated the scheduling of all implementations including system upgrades and training sessions, leading to enhanced customer engagement and retention.
- Managed training for customers on software solutions, collecting feedback to evaluate effectiveness.

**Product Support Analyst** **08/2011 - 04/2013**  
**eSight Energy Inc.** **Schaumburg, IL**

- Acted as a liaison between end-users and development teams, capturing and documenting business and user requirements.
- Delivered on-site and remote training on software implementations, enhancing user proficiency and satisfaction.
- Developed Quality Assurance test plans, conducting rigorous screening of software to ensure performance.

## **EDUCATION**

- Harper College, IL, Palatine  
AAS, Management Information Systems/Computer Information Systems
- Harper College, IL, Palatine  
Certificate, CIS: Computers in Business
- Harper College, IL, Palatine  
Certificate, Accounting Clerk
- Project Management Institute (PMI)  
Certification in Progress, Project Management Professional (PMP)

## **CERTIFICATES**

- Project Management Professional (PMP), PMI, 2023

## **SKILLS**

Project Management, Collaboration, Data Migration, Budgeting, Resource Allocation, Waterfall/Agile/Scrum Methodologies, Microsoft Project, Microsoft Office Suite, Data Analysis, Effective Communication, Risk Management, Scheduling, Multitasking, SaaS, Software Implementations, Stakeholder Management, Adaptability, PIM Knowledge, Microsoft PowerPoint, Microsoft Excel