Jane Daniel  
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# Professional Summary

Detail-oriented and driven Project Management graduate with hands-on experience managing cross-functional academic projects, coordinating workflows, and supporting operational success in fast-paced environments. Five years of fulfillment and customer service experience at Amazon and Comcast. Strong background in Agile methodology, scheduling, communication, and project planning. Technically skilled in Java development, databases, and MS Project. Fluent in English, Swahili, and Arabic.

# Education

Bachelor of Science in Project Management  
Colorado State University Global – Aurora, CO  
Graduated: July 2025  
- Capstone: Led cloud-based inventory system rollout for 5 retail sites, managing WBS, stakeholder communications, and a $500K budget  
- Relevant Coursework: Agile PM, Risk Management, Budgeting & Scheduling, Strategic Alignment

Associate of Science in Pre-Nursing  
Georgia State University – Atlanta, GA  
August 2017 – May 2021

Java Foundation Certificate  
Kenzie Academy – Southern New Hampshire University  
April 2023 – October 2023

# Project Experience

Capstone Project – Cloud Inventory Rollout  
Project Manager (Student Role) | Jan 2025 – May 2025  
- Created WBS, WBS Dictionary, and critical path diagram using MS Project  
- Facilitated stakeholder communication and risk assessments across all phases  
- Delivered complete documentation: project charter, budget, schedule, and quality plan

Agile Team Project – Software Implementation  
Scrum Team Member | Fall 2024  
- Participated in Agile sprints, grooming sessions, and daily standups  
- Collaborated on backlog creation, sprint planning, and task tracking via Jira and Trello

# Technical & Project Management Skills

- Project Tools: MS Project, Trello, Jira, Asana  
- Methodologies: Agile (Scrum), Waterfall, Risk Management  
- Tech Stack: Java, Python, C++, HTML/CSS/JS, Spring, Hibernate, SQL  
- Analysis: WBS, Gantt Charts, Critical Path, Budget Forecasting  
- Soft Skills: Communication, Leadership, Time Management  
- Languages: English, Swahili, Arabic

# Professional Experience

FC Associate  
Amazon – East Point, GA | Sep 2019 – Present  
- Trained 200+ new hires as Learning Ambassador for warehouse operations  
- Scanned and processed 1,000+ items/hour, optimizing inventory accuracy  
- Maintained safety and efficiency in a fast-paced fulfillment environment

Customer Service Representative  
Comcast – Tucker, GA | Oct 2019 – Apr 2022  
- Resolved 20+ daily customer issues via phone and email  
- Handled billing, account setup, and escalated complaints with professionalism  
- Built strong customer relationships through active listening and clear communication

# Certifications & Leadership

Volunteer Interpreter (Swahili, Arabic) – Dekalb Medical, IRC, Community Health Fairs