Jessi Zimmerman

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(870) 634-7503

Professional Qualifications

✓ Cultivated in creating holistic actionable plans that coach to aspirations and KPI opportunities using SMART goals

✓ Communicates effectively with customers, advisors, vendors, or management

✓ Adept in learning new tools/reports, then training others

✓ Career coaching and succession planing: including resume help, interview prep, and promotion readiness

✓ Vendor Training, familiar with co-employment, working with different cultures and time zones

✓ Training Development, Delivery, Assessing Training Needs

✓ Leading Meetings: daily scrum, weekly team, bi-weekly 1x1, and quarterly performance and development reviews

✓ Trained on Accessibility, Diversity, and Inclusion

✓ Credentials in Agile Foundations and Six Sigma Green Belt

✓ Root cause analysis and hypothesis testing

✓ Project Management, Change Management, and Operations Management Experience

✓ Collaboration in Jira, Jamboards, Lucidchart, Mural, Miro, Box, Quip, Slack, Adobe Connect, Cisco WebEx, and Zoom.

✓ HTML, CSS, Python, Java, JavaScript, C#, SQL, R, & Swift.

✓ IDEs: VS Code, IntelliJ, Atom, FileMaker Pro, & Xcode.

✓ Team player - consistently exceeds expectations in teamwork on annual performance reviews

Certification Topics

Swift 5, C#, Python, Java, JavaScript, CSS, HTML, SQL, REST APIs, Web Security, DevOps Foundations, Jira (Cloud Edition), Jira: Basic Administration, Agile Foundations, Six Sigma Foundations, Lean Six Sigma Tools, Operational Excellence, Process Improvement, Statistics, How to Lead and Inspire Change, and many more completed on LinkedIn Learning

Philanthropy

Piggott Community Garden 1/2022 - Present
Project Manager

Cub Scout Pack 2017- 2022
Pack Leader

Texas Youth Football Association 2013-2014
Youth Coach for Cheerleading

Experience

Apple, Inc. 2012 - Present
Project Manager & Business Analyst

- Manage cross-functional teams throughout the project or SDLC, ensuring goals are met, positive feedback received
  - Responsible for Time, Development, Stakeholder Management, and Removing Obstacles to Success
- User Stories, UX Design, Proving ROI, Managing Backlog

Team Manager Apprentice & Lead Mentor

- Onboarding new Mentors to train and coach Representatives going through training for the first time or for a new skill, so I help train the trainer, and act as an SME in the training class
- SME on chat and phone support Tier 1 and Tier 2 Apple ID, iCloud, iOS, MacOS, Beats, iTunes billing, Pages, Numbers, Keynote, GarageBand, Photos, and iMovie
  - Provide remote support to customers/businesses
  - Handle escalations, which requires case ownership
  - Submit tickets to site support engineering as need

Jessi's Party Planning 2015-Present
Event Planner

- Consult, contract, and follow up with vendors, ensuring plans stay on time and under budget, creating deliverables

U.S. Army 2011-2012
Human Intelligence Collector 35M

- Underwent Top Secret Security Clearance Background Check & attended Basic Combat Training

Aerial Bouquets 2010-2012
Procurement & IT Specialist

- Sole support for approximately 75 end users, resolving workstation and peripheral issues face-to-face
- Key holder: Responsible for opening and closing each day
- Ran inventory reports, placed purchased orders with vendors, and accepted packing lists into inventory
- Managed file server, VMWare, Active Directory, network, website, security cameras, and A/V
- Developed and delivered training content around new tools, products, processes, and procedures