

Jessie Kepley

931-209-1269 | jessiekepley00@gmail.com | United States | Open to Remote Work

LinkedIn: www.linkedin.com/in/jessie-kepley-15274b313

SUMMARY

Project Manager with extensive experience in leading cross-functional teams and delivering complex projects within deadlines and budget constraints. Over 5 years of expertise in analyzing project requirements, developing comprehensive plans, and ensuring stakeholder alignment for successful execution. Proven ability to enhance customer service operations through effective help desk management strategies.

EXPERIENCE

Banyan Labs LLC / Tech Alliance Company — Remote Capacity & Project Management Associate

August 2025 – Present

- Manage multiple client projects and task tickets in ClickUp, ensuring clear documentation, prioritization, and on-time delivery.
- Coordinate cross-functional efforts across development, support, and client success teams to maintain consistent communication and alignment.
- Oversee portfolio creation, project tracking, and documentation organization to support company-wide project transparency.
- Facilitate strong client relationships, providing regular updates and ensuring satisfaction through proactive communication and task management.
- Collaborate with project managers to identify resource needs, streamline workflows, and maintain organized project archives for future reference.

Administrative Assistant — Workforce Staffing

Waverly, United States

- Coordinated and managed administrative and clerical tasks for up to 10 projects simultaneously, ensuring timely completion while maintaining a project success rate of 95%.

Certified Nursing Assistant — Three Rivers Hospital

Waverly, United States

- Managed patient care schedules and coordinated with a multidisciplinary team, reducing patient wait times by 30% and improving overall service delivery.
- Implemented electronic health record (EHR) systems to streamline administrative tasks, resulting in a 25% increase in data entry accuracy and efficiency.

Certified Nursing Assistant — Senior Solutions

Waverly, United States

- Implemented optimized care schedules and streamlined administrative workflows, resulting in a 20% increase in operational efficiency and improved patient satisfaction ratings by 15%.
- Coordinated daily activities for over 30 residents and maintained meticulous records, ensuring compliance with health regulations and reducing error rates by 25%.

VOLUNTEER WORK

Youth Teacher / Pastor — Missionary Grove Baptist Church

Camden, TN | May 2024 – Present

- Lead youth ministry programs focused on mentorship, personal growth, and faith-based education.
- Organize community events and youth outreach activities promoting positive engagement and leadership development.

SKILLS

Data Entry, Project Management, Google Suite, Microsoft Office, Customer Service, Documentation, Data Processing, Communication Skills, Internet Research, R Statistical Modeling, SQL, Python, PHP, Capacity Forecasting, Performance Analysis

PROJECTS

Project Management Plans — Persevere
Project Charters — Persevere
Risk Management Charter — Persevere
ClickUp Project Portfolio — Banyan Labs
Client Relations & Documentation System — Banyan Labs

EDUCATION

Project Management Certification in Project Management — Persevere, Memphis, TN (Apr 2024 – Present)
Nashville State — Applied Project Management (Apr – Sep 2024)

CERTIFICATIONS

Google Project Management — Issued Sep 2024
Applied Project Management — Persevere (Apr – Sep 2024)