

# JOANNA JAMES-PARKS

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## SUMMARY

A technical project manager proficient in planning, scheduling and budgeting business projects. I have 8 years of experience managing teams and projects within the hospitality industry. This experience has emboldened me to handle challenges with aplomb, sharpened my eye for detail, and instilled in me an empathetic servant leadership style and a client centric mindset.

## SKILLS

### tools

trello  
asana  
jira  
github  
repl.it  
gannt  
kanban

### methodologies

agile  
systems development  
predictive  
methodologies  
scrum  
hybrid

### skills

negotiation  
stakeholder  
management  
budget management  
sales forecasting  
work breakdown  
structure  
scheduling  
state gap analysis  
b2b  
quality assurance  
saas  
project planning  
e-commerce  
risk management

## EDUCATION

### Technical Project Management Certificate

Thinkful, 2020

### BA

### Communications & Hospitality Management

University of Delaware, Spring 2022

## PROJECTS

### [XYZ e-commerce website buildout](#)

This was the buildout of an e-commerce website for XYZ company. The purpose was to increase product sales and client accessibility. This project was completed under budget and on time, with a 25% increase in sales the first month after launch.

## EXPERIENCE

### **Bartender**

*Pizzeria Beddia - Philadelphia, PA*  
April 2019 - Present

- Managed and reported inventory levels to team members and management.
- Enhanced customer experience by efficiently managing service queues.
- Implemented detailed service and safety protocol from memory for exceptional guests and incidents.
- Empowered coworkers by maintaining a learning mindset, researching product inventory, sharing product unique selling points, and providing insight on products that would satisfy their clients needs.

### **General Manager**

*Prescription Chicken - Philadelphia, PA*  
August 2018 - April 2019

- Monitored the final buildout phase of a new location and planned the execution of their soft opening and grand opening.
- Procured external resources to support goals and handle roadblocks that could not be achieved internally.
- Monitored and controlled production to track, review, adjust and report on progress.
- Identified and hired candidates that would best contribute to organizational goals.

### [Prescription Chicken grand opening](#)

Prescription Chicken is a soup delivery company with 4 locations in the mid-atlantic region. I monitored the final phases of buildout and their grand opening of their first Philadelphia location. The company opened with the highest opening day sales of any previous location, and outearned other locations by an average of +20% in 2019.

### **General Manager**

*Plenty Cafe - Philadelphia, PA*  
May 2018 - August 2018

- Managed product inventory.
- Managed the staffing schedule for the entirety of company locations.
- Conducted weekly tastings and vendor visits for staff education.

### **Premium Seat Sales Manager**

*Live Nation - Philadelphia, PA & Wilmington, DE*  
January 2018 — May 2018

- Reported detailed analysis of profit and losses to executives and stakeholders on a monthly basis.
- Planned and managed customer experience.
- Increased department contribution margin 31% by generating a 25% increase in yearly client contracts and leading the sales team in achieving KPIs.
- Facilitated regular communications with cross-functional teams to identify needs, issues, and solutions for our organizational goals.

### **Entertainment Manager / Talent Buyer**

*Homegrown Cafe - Newark, DE*  
January 2016 – May 2017

- Oversaw the planning and execution of over 200 live events.
- Met sponsor requirements by maintaining proper human resources.
- Reduced department budget 33% by streamlining processes and reevaluating vendor contracts.
- Integrated department communications with regular organizational communications to increase transparency.

