

# Lindsay T. Blackwell

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## SUMMARY

I am a technical project manager proficient in Agile and Waterfall methodologies as well as fostering positive stakeholder and team relationships. I have five years of experience as an educator, which allowed me to develop strong communication, organization, and leadership skills. I also have experience as an account manager for an international e-commerce/manufacturing company, which created a strong interest in technology and how it can enhance business processes. My diverse background enables me to look at dynamic problems in unique ways.

## SKILLS

**Project Management:** Team collaboration, Mediation, SDLC methodologies (Agile/Scrum/ Waterfall), Stakeholder management, Project documentation, Risk management, Estimating & Budgeting, Resource Management, Presentations

**Tools:** Google Suite, Microsoft Office, Trello, Slack, CRM (Active Campaign), Jira, Airtable, Dropbox, Shopify, Fishbowl, Zoom

## PROJECTS

### Digital Platform Implementations

- Prioritize and plan the implementation/improvement of digital wholesale platforms to increase online sales
- Use predictive methods to automate communications with vendors and customers for various internal stakeholders
- Increased revenue by 350% with our most successful sales platform
- Shopify, Airtable, Dropbox, Active Campaign

### Annual Standards Implementations

- Develop processes to implement iterative standards for teams and identify weaknesses and suggest improvements to grade level leads
- Attend quarterly keynotes to acquire updated matrices from Virginia Department of Education
- Sustained a 96% school-wide pass rate in identified subject
- PowerSchool, IA, Excel, Slides/Powerpoint

## EXPERIENCE

### Account Manager, All Across Africa, San Diego, CA (remote) (2020)

- Established and maintained standard operating procedures for digital onboarding and outreach for new clients and facilitate a relationship with their account manager
- Worked with international and domestic operations teams to facilitate client satisfaction
- Communicated with internal teams to solve emerging problems while promoting a positive company culture
- Responsible for continued communication, outreach, and sales with US and international accounts while managing internal/external stakeholder needs
- Authored and organized campaigns and marketing material for current and prospective clients, with the assistance of workflow management tools

### Elementary School Teacher Henrico County, Richmond, VA (2015-2019)

#### Team Lead 4th Grade (2018-2019) | Core Content Teacher/Subject Matter Expert (2016-2019)

- Utilized conflict resolution strategies to mediate escalating demands from involved stakeholders to ensure student success
- Performed data collection and analysis for ongoing cause and effect trends at an individual and county wide basis and created action plans for individual students
- Collaborated with peers, administrators, and central office personnel to enrich students with significant learning/behavioral disabilities and language barriers
- Served as central point of contact with school administrators; effectively communicated new policies and plans to my team and advocated their needs to administrators and county officials

- Created school-wide action plans to better suit our population of students and surrounding community

## **EDUCATION**

**Technical Project Management Certificate, Thinkful**, Remote, November 2020–February 2021 (expected)

**Graduate Certificate, University of Richmond**, Teacher Licensure, Richmond, VA GPA: 3.96/4.0

**Bachelor of Science, Virginia Tech University**, Human Development & Human Services, Blacksburg, VA GPA: 3.63/4.0 (Magna Cum Laude)