

PROJECT MANAGER (JUN 2015 TO PRESENT)

Summary

Tech-savvy Project Manager with more than seven years of experience leading initiatives spanning marketing, communication, and compliance. Highly motivated, results-oriented professional leveraging excellent interpersonal communication skills, strong writing, and knowledge of software solutions to creatively solve problems, and increase the efficacy of systems and programs.

Skills

Windows, Mac OSX, MS Office (Excel, Outlook, PowerPoint, Publisher, Word), Slack, Namely, SharePoint, HTML, CSS

Experience

Project Manager (Jun 2015 to Present) Mar 2013 to Current

Gap Solutions, Inc - Charlotte, NC

- Leveraged Agile/Scrum Project Management to coordinate development and design activities. Participated in daily stand-ups to report on progress between technical and business stakeholders. Met with Product Owners to define requirements, and ensured that Software Development and Operations (DevOps) had the necessary information to successfully deliver high-quality work in a timely fashion.
- Systemized testing of new marketing content. Worked with DevOps, Legal, Copywriters, and Distribution to establish a process that ensured timely publishing and testing of advertorial content.
- Collaborated with DevOps team to implement automation within marketing content to display ROI information in compliance with Legal requirements.
- Planned and executed the adoption of a company-wide contract management system, from inception through implementation. Oversaw software selection and roll out, including system build, test, and train. Ensured that project stayed within allocated budget. Served as the point of contact for business owners and the vendor, and reported progress to key stakeholders.

Communication and Operations Manager (Aug 2014 to Jun 2015)

- Re-engineered the marketing content review process, decreasing publishing time by 50 percent. Coordinated efforts between multiple departments to ensure that legal compliance and brand requirements were met.
- Created and managed an innovative internal communication program for the marketing department, including writing a biweekly newsletter and maintaining department-wide updates within the company's intranet site.
- Planned programming and facilitated a bimonthly all-hands meeting for 70 colleagues; presented department news and activities to all levels of employees, ranging from interns to senior leadership.
- Maintained confidential information, such as pay rates, stipends, bonuses, and contracts for 65 contract writers. Ensured that contractors were held to ethical and compliance standards outlined by both federal laws and company policies.

Director, TMF Freelance Network (Jan 2014 to Aug 2014)

- Directed recruitment, onboarding, training, payroll, and communication for over 400 writers. Ensured that freelance writers were held to ethical and compliance standards outlined by both federal laws and company policies.
- Coordinated an annual conference for freelance writers.
- Served as Product Owner for the editorial content management system. Worked with DevOps to improve user experience using upgraded design and site functionality.
- Increased the efficacy of training materials through the implementation of a web-based learning portal. Leveraged a multimedia learning experience; designed resources and provided instruction via written guides, visual presentations, and video lessons.

Writer Relations Manager (Aug 2013 to Jan 2014)

- Oversaw payment and communication for over 400 writers.

Editorial Assistant (Mar 2013 to Aug 2013)

Program Analyst Apr 2012 to Mar 2013

Cambria - Raleigh, NC

- Completed quality assurance (QA) of proposals, reports, and presentations to ensure delivery of high quality work to clients; including the National Parks Service and Corporation for Public Broadcasting.
- Led the creation of new company QA tools, including a company-wide style guide and QA resource.
- Researched business opportunities through GSA's ebuy website, FedBizOps.gov, and Deltek's GovWin program.

Analyst, Organizational Assessment at Corporation for Public Broadcasting

- Analyzed interview responses; identified common themes and trends.
- Assisted project team in the creation of presentation materials.
- Provided data capture during interviews of CPB staff members.

Junior Project Manager, Directives Management at Federal Emergency Management Agency

- Led a remote four-person team that analyzed and edited FOIA directives within the agency Records Management Department.
- Ensured timely completion of Section 508 Compliant materials in accordance with project scope and deadlines.Â
- Communicated information between team members by leading a daily call.
- Directed the editing process, including the QA of client deliverables.
- Assigned tasks and established deadlines for team members.
- Reported on developments daily to the Senior Project Manager.
- Communicated project status twice weekly to the client through onsite and remote meetings, as well as the delivery of a weekly progress report.Â

Inside Sales Coordinator Jun 2011 to Dec 2011

Sidley Austin LLP - Houston , TX

- Managed inside sales operations; including coordinating order and delivery, maintaining sales records, customer service, and leading weekly sales meetings.

Marketing Specialist Jan 2010 to Jan 2011

US Department Of Transportation - Saint Paul , MN

- Served as a subject matter expert on the application and enforcement of Country of Origin Labeling.
- Administered training programs to on-site reviewers three times annually through webinars and classroom style sessions. Â
- Directed Consumer Complaint Program. Received commentary on potential non-compliances. Investigated nationwide claims and ensured that appropriate responses were provided to retailers and members of the general public. Â
- Led the design of public outreach materials sent to 37,000 retail locations nationwide in an effort to communicate compliance requirements to grocery store employees and corporate management teams.

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Management and Program Assistant Aug 2008 to Jan 2010

Federal Emergency Management Agency - City , STATE

- Developed a cross-departmental Federal Work Study Intern Program. Recruited, interviewed, and coordinated hiring of 21 undergraduate interns across the Washington, D.C. metropolitan area. Tripled the size of the program and expanded our recruitment base to three universities. Served as a Contracting Officers Technical Representative on the agreements between FEMA and each university, responsible for ensuring that ethics and compliance standards were met while employing interns on a contract basis. Maintained employment records and ensured that total hourly wages did not exceed the total amount allocated by the Federal Work Study program.Â
- Coordinated two directorate-wide customer service training initiatives reaching over 800 employees across all payment tiers and management levels, including senior executive staff.
- Awarded the Management Directorate Customer Service Excellence Award, October 2009.

Education

Bachelor of Science , Human Nutrition, Foods and Exercise; Dietetics Option 2008 Virginia Polytechnic Institute and State University (Virginia Tech) - City , State