

## PROGRAM/PROJECT IMPLEMENTATION MANAGER

### Professional Profile

Project Manager Web Designer Experienced Project Management and Web Design Professional committed to maintaining cutting edge technical skills and up-to-date industry knowledge, with 13 years of experience working for a Fortune 500 company. Enthusiastic, dedicated and highly dependable project manager with 5 years of project management and web solution development experience, as well as 9 years of customer service, sales, and marketing experience. Accomplished at delivering projects that meet business and technical requirements while enhancing the end user experience. Thrives in a fast-paced team environment with a strong focus on customer service.

### Qualifications

ASP.Net MySQL Web Graphic Design JavaScript Image Editing (Photoshop) Website Coding PHP Web Animation Design Website Design

### Relevant Experience

- Project managed the first Sprint ecommerce site to offer Google Apps for Work plans Maintained 100% satisfaction based upon post launch surveys, demonstrating project management excellence Conceptualized, designed and executed government-initiative website with 50+ pages and over 400 links; speed to market in 5 months Completely updated and redesigned the user experience for multiple personalized, customer-facing landing pages; branded as Sprint Enterprise Portal.

### Experience

#### Program/Project Implementation Manager

January 2011 to January 2016

- Managed the development and implementation process of Sprint's services involving 300+ projects and web solutions to improve customer experience, increase profitability and strengthen the Sprint brand Planned and directed schedules and monitored all project phases from initiation through delivery.
- Prepared and lead all customer, internal department and team meetings and presentations during the life of the project.
- Defined clear targets and objectives and communicated them to other team members.
- Managed timelines and flagged potential issues to be addressed.
- Identified and addressed any risks to team's ability to deliver on projected launch dates.
- Rebecca Steinberger, Page 2.
- Facilitated user acceptance Led departmental or cross-functional teams through life cycle of projects from concept to completion with a focus on the delivery of new or existing projects Worked on problems of moderate scope where analysis of situations or data required a review of a variety of factors Used professional concepts; applied company policies and procedures to resolve a variety of issues Led the self-serve initiative for Business Customer Service and Technical Support to increase utilization Designed and created custom solutions to allow business customers to manage their account(s) Implemented and managed customized chat, email, web form and ecommerce site requests from concept to completion to deliver personalized, value added solutions to business customers Developed customer relationships and earned a reputation for exceeding service standard goals Investigated and resolved customer inquiries, managed projects and fielded complaints Provided operational support for Sprint customer relationship management system Continued professional education through the completion of Sprint online courses.

#### Web Designer

January 2011 to January 2016

- Worked proficiently with HTML, CSS and gained additional experience designing and developing dynamic menus using Dreamweaver Experienced with responsive design and mobile optimization Knowledgeable in Photoshop CC, Illustrator CC and InDesign Independently designed, created and maintained team's custom web solutions.
- Created 120+ personalized customer landing pages and online support solutions.
- Provided continued maintenance and development for 165+ existing customer solutions Worked as effective liaison between customers and internal departments to create, finalize designs and confirm requirements for each solution Managed all phases of web solutions from concept to completion following product development cycles Forecasted launch dates for all solutions and communicated changes as they arose Utilized site analytics and metrics to define and monitor success Implemented a tracking mechanism to quantify team's custom solution utilization Analyzed and distributed monthly utilization reports for both real-time and historical measurements; custom solution utilization generated an average of 1,600+ hits each month Led and managed audit processes to ensure solution content remained current Effectively met deadlines and requirements consistently.

January 2003 to January 2016 Bass Pro Shops 1/4 San Antonio , TX

#### Customer Account Representative

January 2003 to January 2011 Bickford Senior Living

- Provided 98+% satisfaction by resolving customer escalation issues Performed proactive marketing and communication for major customer accounts Achieved number one Pro Active Customer Account Representative in the company.

### Education

#### Associate Degree

IT Web Development and Design Specialist : Spring 2014 Northeast Wisconsin Technical College 1/4 City , State GPA: Graduated with Highest Honors GPA: 3.8 Graduated with Highest Honors GPA: 3.8

June 2016 Shaw Academy 1/4 City , State Project Management Fundamentals (Working toward CAMP/PMP training hours

University of Wisconsin Green Bay 1/4 City , State

## Skills

ASP.Net, Adobe, Dreamweaver, Photoshop, Animation, Business Analysis, concept, content, customer relationship management, CSS, Customer Service, delivery, designing, ecommerce, email, Focus, Forms, functional, HTML, PHP, Illustrator, Image Editing, InDesign, JavaScript, marketing and communication, meetings, Excel, PowerPoint, SharePoint, 98, Word, Multi-Tasking, MySQL, Needs Assessment, optimization, Oracle, policies, presentations, processes, product development, Coding, Project Management, real-time, Requirements Gathering, Servers, Systems Analysis, Technical Support, Upgrades, Web Graphic Design, Website Design, Web Development and Design, Web Development, Website