MCKENNA VILLE

OPERATIONS PROJECT MANAGER · ATLANTA, GA, UNITED STATES · +1 (321) 537-5399

DETAILS

Atlanta, GA
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LINKS

LinkedIn

SKILLS

Leadership

Project Management

Program Management

Figma

SQL

Adobe Suite

PROFILE

- Innovative Project Manager with enthusiasm for solving complex problems.
- Accomplished at working with global & cross-functional teams (engineering, data science, product, and vendor) to implement data-driven solutions that meet or exceed team goals.
- Directly oversaw the launch of moderation operations in 2 European markets to 100% as volume increased 196%.

EMPLOYMENT HISTORY

Operations Project Manager at Microsoft, Atlanta
August 2021 — Present

- Developed from scratch the strategy used to measure human moderation quality which successfully lowered the defect rate -6% to reach our target.
- Revamped AI rules which directly resulted in accuracy +10%, precision +29%, and defect rate -2%.
- Modernized outdated policies that led to an increase in user retention.
- Slashed vendor costs by 20% by proposing a tiered moderation approach.

Program Manager at Microsoft, Seattle
March 2020 — August 2021

- Forged close relationships with 20+ key Partners in Microsoft's Commerce & Ecosystems division.
- Hosted bi-weekly technical workshops to demo new capabilities and capture feedback prior to launching.
- Designed, implemented, and launched over 5 highly requested features to better enable Partners to buy and sell in a more intuitive manner.

EDUCATION

Bachelor of Science, University of Florida, Gainesville
June 2015 — December 2019

Bachelor of Science, Cum Laude / Computer Science

Minor / Digital Arts & Sciences

INTERNSHIPS

Program Manager at Microsoft, Seattle
May 2019 — August 2019

- Increased revenue generated by Microsoft Partners by overseeing end-to-end development of a new feature that clearly showed Partners' current earnings and potential incentives Partners were within 10% of earning.

Software Engineer at Microsoft, Bellevue
May 2018 — August 2018

- Developed and experimented with 4 different UX designs for the *My saves* mobile feature on Bing, to see which design increased both user retention and engagement.