

MARISSA VILLANO

📞 484-802-9790 ✉️ marissavillano34@gmail.com  [linkedin.com/in/marissa-villano-511536140](https://www.linkedin.com/in/marissa-villano-511536140)

EDUCATION



Drexel University:
Human-Computer Interaction &
User Experience, MSI
Expected Graduation: June 2024
Cumulative GPA: 4.0



Villanova University:
Economics & Spanish, BA
Graduated May 2020
Cumulative GPA: 3.77

HONORS

Magna Cum Laude, *Villanova University*
Sigma Delta Pi, *National Collegiate Hispanic Honor Society*
Omicron Delta Epsilon, *International Collegiate Economics Society*

CORE COMPETENCIES

Project management (Agile, Scrum)
Communication skills
Change management
Collaboration and partnerships
Problem solving
Evidence-based decision making
Forward thinking
Critical thinking

TECHNICAL SKILLS

Apple iOS & Windows
Microsoft Office Tools
Google Suite Tools
Lean Six Sigma Yellow Belt certified
Tableau
Power BI
SharePoint
Microsoft Planner
MURAL
VersionOne
Miro
Bloomberg certified

SUMMARY

Motivated, early-career professional with strong quantitative and qualitative analytical skills to leverage in expanding business knowledge and project management responsibilities. A quick learner confident that her diverse academic, professional, and volunteer experiences equate to adaptability, creativity, and utility.

CAREER HISTORY

Prudential Financial, Inc | May 2019 - Present

Fort Washington, PA

Project Management Associate

- Define, develop, and provide information and analysis to drive the decision-making process and support business operations for internal and external users
- Lead the Experience Innovation Lab to implement process enhancements to the customer/advisor experience
- Ensure the operational readiness of 3 business technology initiatives to automate existing processes
- Refresh project portfolio and post-launch monitoring dashboards for key stakeholders

Annuities Operations Analyst Intern

- Shadow Annuities Operations departments to understand the annuity life cycle and business processes
- Analyze all written communication sent throughout the life of an annuity contract
- Improve customer communications to ensure clear and concise language
- Present process enhancement recommendations to leadership for implementation

Villanova University Charles Widger School of Law | January 2020 - March 2020

Villanova, PA

Community Interpretation Intern

- Live interpret interviews between lawyers and limited English proficiency clients
- Translate legal documents to provide both English and Spanish copies
- Coordinate meetings for new and existing clients with appropriate lawyer

VOLUNTEER EXPERIENCE

Syn Youth | October 2020 - March 2021

International/Virtual

English Tutor

- Facilitate virtual hour-long sessions with 2 Latin American students twice weekly
- Create individualized lesson plans to develop written and oral communication skills in English