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Senior Software Project Manager Resume Example

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Senior Software Project Manager

Senior

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Jessica Claire

100 Montgomery St. 10th Floor
(555) 432-1000 - resumesample@example.com

Summary

Organized software project manager offering high level of proficiency in latest hardware and software solutions. Enjoys building collaborative working relationships with supervisors and colleagues as well as customers. Goal-oriented technology leader and trusted business partner recognized for leveraging information security, applications, networking, operations and risk management to drive business growth. Strategic with consultative approach to identifying requirements and opportunities for organizational transformation. Interprets and communicates complex policies and procedures to others and applies significant tact and diplomacy. Well-developed analytical and issue resolution capabilities. Experienced in consulting, and negotiating with customers and other stakeholders to gather requirements, define scopes and set project plans. Capability of managing complex, high-visibility technical software projects. Highly experienced in Tableau, Google Analytics, RFPIO, Salesforce, M.O.L, Smartclient, Microsoft Office, MS Excel, MS Word, MS PowerPoint, MS Access, Adobe, C.O.F, MOL, Workday, and Greenfield.

Skills

- Project Management
 - Schedule Management
 - Complex Problem Solving
 - Project Implementation
- Cost Analysis
 - Planning & Organizing
 - Cost Data Analysis
 - Prioritizing and Planning

Experience

05/2019 to
Current

Senior Software Project Manager**Johnson & Johnson – Nevada, MO**

- Strategically manage and won four public safety RFP's that totaled over \$86 million in annual gross sales
- Conduct risk monitoring and controls during the project's duration to ensure that assigned responsibilities are completed at the best quality in a timely and accurate manner to meet project leadership expectations
- Drive team members for project delivery and help manage scope and identify change requests including tasks, deliverables, milestones, resources, and estimated costs
- Manage corporate and third party vendor's efforts to plan, build, and implement solutions to internal problems and issues
- Track the progress of the team and work products utilizing project management software and facilitate hand-off across functions within the project
- Assist in managing project integration, scope, timeline, and communicates the status, risks and issues associated with each to the correct level(s) within the project structure and the organization to ensure that the projects' outcomes are achieved as defined
- Communicate project status to team and executives throughout the duration of the assignment and post implementation to make certain all impacted stakeholders have an understanding of risks, issues and activities related to the specific project

06/2017 to

05/2019

Senior Account Manager**Blueconic – Boston, MA**

- Strategically managed 23 government accounts that totaled over \$28 million in annual gross sales
- Exceeded quota the last two years (2018 - 130%, 2019 - 115%)
- Created marketing call campaign to develop new business for software and public safety
- Provided technical pre-sales support, quotes, and assistance over the phone and in person to customers
- Developed strong relationships with key decision makers and influencers within and outside of public safety
- Engaged directly with ASM's, TVP's and RVP's to assist with enterprise strategy and large projects
- Oversaw budgets throughout the duration of programs to ensure fiscal responsibility to both clients and internal department

07/2017 to

05/2018

Senior Software Sales Support Specialist Team Lead

Aetna Inc. – Manhattan, KS

- Presented power points, data, and guides to help the sales team increase revenue by 56%
- Organized monthly meetings between order management and inside sales teams
- Maximized the value of the meetings by setting the agenda to focus on backlog and technical issues
- Supported all software, video and government sales teams in the Southeast
- Reported status updates and presented suggestions for improvement to management regarding backlog
- Strategically trained new hires on products, radio software, and software applications such as Salesforce, Tableau, Oracle, C.O.F, MOL, and Smartclient
- Revamped the sales training program for new hires and existing employees
- Provided updated product catalogs, telecommunication course training materials, trouble shooting guides, and promotional items in on-going support to the inside sales team.

05/2016 to

07/2017

Sales Support Specialist

Motorola Solutions – City, STATE

- Decreased the sales cycle time by 30% ensuring the necessary information was included upfront for orders
- Act as the primary point-of-contact between sales and our internal marketing, operations, production and legal teams
- Prepared 15-20 quotes daily for all Account Managers in the Southeast
- Built a library of sales collateral, including pitch decks, external sale sheets, Google docs, case studies and internal resource documents for sales to speak knowledgeably about solutions
- Strategically grew 15 new inside led accounts that help increase annual goal by 125%
- Functioned as liaison between clients and internal, cross-functional departments to ensure highest level of service excellence and timely resolution of invoicing disputes.

Education and Training

05/2016

Bachelor of Arts: Business Administration, Marketing
University of St Francis - Joliet, IL

Accomplishments

- Top 5 in the Illinois region four consecutive months for successfully selling car protection and additional products (ranked #1 in the branch)
- Developed strong relationships with car dealerships, body shops, and insurance companies
- Established sales goals, managed budgets, devise sales forecasts, and consistently maximize sales and profits
- Built a strong customer service relationship with key accounts, which helped increase growth by 25%.

Additional Information

- LEADERSHIP ACHIEVEMENTS & INTEREST , Motorola Solutions- Account Manager Sales Team, CEO Circle Q1 & Q4 (2017). CEO Circle Q4 (2018) CEO Circle Q4 (2019). Enterprise Rent-A-Car- Jack Taylor Award, Best Salesman in the Midwest Region (2016).

Websites, Portfolios, Profiles

- <https://www.linkedin.com/in/Jessica-Claire-175902b7/>