

JENNIFER BATES

TECHNICAL PROJECT MANAGER | WEB DEVELOPER | UI DESIGNER

Gilbert, Arizona | (602) 214-7777 | jenn-bates@outlook.com

"Her creative thinking, leadership and project management skills were critical to our success in customer satisfaction and loyalty." - *Recent performance review*

LinkedIn testimonials - www.linkedin.com/in/jenbates/

Charismatic, value-driven full stack web development student leverages project management background to delight the client by building a more intuitive user experience. Currently earning a certificate in full stack development from the University of Arizona developing skills in JavaScript, Node.js, React.js, MongoDB, and responsive web design. Empowers technical + creative teams while promoting agile development best practices to discover, design, iterate and deliver scalable, high-quality products. Builds synergy + collaboration among team and stakeholders in all phases of diverse technology projects. A highly effective communicator, combines empathy and emotional agility to establish and build trust. Ensures seamless delivery of complex projects on time and at budget. Broad-based background encompasses commitment to organizational objectives and exceptional business acumen within a rapidly changing and highly competitive technical marketplace. Maintains keen awareness of industry challenges and technological trends.

Core Competencies

Project Management
Agile Methodologies
Mobile First/Responsive Design
Web Development

Iterative Process
UX/UI Design + Development
Problem Solving
Adaptability

App Development
Strategic Planning
Front End Design
Full Stack

Professional Experience

BTNC - Gilbert, AZ
Sales Operations Program Director

January 2015-Present

Developed high value content including white papers and webinars resulting in **200% increase in lead gen, 75% increase in repeat business and 100% increase in special projects revenue.**

Successfully managed sales operations and programs for private technology consulting business; promoted consulting activities across various social media platforms; identified opportunities, developed market focus, and implemented tactical business plan.

Established and nurtured strategic partner and client relationships and expanded market share.

Serious Integrated - Gilbert, AZ
Marketing/Sales Project Manager

June 2017-April 2018

Conducted PPC marketing campaigns and created targeted landing pages to identify gaps in customer engagement processes and **improve follow-up and follow-through from 60% satisfaction rating to 90%.**

Developed marketing campaigns via HubSpot and Salesforce CRM tools and created lead scoring work flows to pinpoint lead fit, lead interest, lead behavior and buying stage; devised and implemented effectual drip campaigns based upon lead score analytics.

As an experienced project manager, consistently exhibited strong ability to multi-task; function under pressure, meet demanding timelines and handle multiple projects simultaneously while delivering projects on time/in budget in a high volume, constantly changing environment.

Demonstrated strong verbal and written communication skills, high level of grammar and spelling expertise while creating and delivering project charters to stakeholders; drafting, negotiating and executing contracts; creation of technical documentation and delivery of technical project documentation.

Iridium Communications, Inc. Tempe, AZ

November 2013-December 2014

Manager, Global Sales Operations, Support & Programs

Directed global lead generation initiatives, facilitated strategic alliances, new partner contracts, business development, branding, and marketing efforts for global mobile satellite service provider growing **M2M business over 58%.**

Successfully led joint go-to-market activities to grow revenue and market share managing channel partner and VAR accounts in key vertical markets which **generated in excess of \$38M annually.**

Iridium Communications, Inc. Tempe, AZ

September 2011-November 2013

Manager, Sales & Channel Partner Support - North America

Recognized by CEO for achieving exceptional performance (top 10%) three years in a row and promoted to Manager, Global Sales, Operations and Programs.

Education

University of Arizona, Full Stack Development Bootcamp – A 24-week intensive program focused on technical programming skills in HTML5, CSS3, JavaScript, jQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handelbars.js + ReactJS – *Graduation Projected May 2021*

University of Utah, Bachelor of Science, Psychology – Psi Chi – International Honor Society in Psychology

Technical Skills

Programming + Frameworks: HTML/CSS, JavaScript, jQuery, Bootstrap, AJAX, Node Js

Software + Version Control: Mac and PC platforms; Microsoft Office, MS Project; Adobe Creative Cloud, Photoshop; Lightroom, Dreamweaver; GitHub, GitLab, Git

Web Analytics + CRM: Google: Adwords, Analytics, Webmaster Tools, Facebook/IG analytics; Social media management + CRM dashboards – HubSpot, SFDC

Certifications

Certified Associate Project Management – CAPM® *Projected June 2021*