
Pamela Tholan

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Results-driven professional with strengths in troubleshooting, communication, organization and customer satisfaction. Passionate about technology and learning. Positioned well to be a team player drawing on past implementation and project management experience and applying adept multi-tasking skills to future opportunities.

Professional Skills:

UX research, UI design, Project Management, Communication, Problem Solving, Creativity

Technical Skills:

Software: Windows, MacOS, Adobe Suite, Figma, Microsoft Office Suite, Smartsheet, Jira, Visual Studio Code, Salesforce, ServiceNow, Rally | *Languages/Libraries:* HTML, CSS, JavaScript | *Frameworks:* Bootstrap, React Bootstrap | *Deployment:* Heroku, GitHub Pages | *Version Control:* Git

Professional Experience

Comcast, Philadelphia, PA

November 2021 - Present

Project Manager II (November 2021 - Present)

- Support projects for LINCS, XPE, ZETA, Careers Site and GTO Site
- Develop, implement and track project plans
- Mitigate risk by ensuring issues are recognized and addressed accordingly
- Serve as liaison between Business partners and Development teams
- Provide status updates utilizing Smartsheet
- **UX/UI Design** (during my current role as a PM II)
 - **XPE Wizard (Chat-GPT)** - designed Chat-GPT widget, response page that included cited sources and feedback sections and brand specific loader
 - **Descartes Search Filter** - designed search filter to allow for further refinement of NPS results
 - **myExpense Redesign** - redesigned experience around submitting expense reports including dashboard and improved form entry
 - **ComcastNow Chat-GPT** - designed Chat-GPT feature with response, cited sources and feedback sections. Designed brand specific loader
 - **AskHRSS Chat-GPT** - designed Chat-GPT feature for admins to use in answering employee questions. Included copy/paste feature to simplify process as well as cited sources and feedback sections
 - **Search Comcast** - cleaned up design for web and created mobile design. Designed Chat-GPT feature with cited sources and feedback sections as well as a custom loader
 - **XPE Site Redesign** - redesigned login and landing pages to improve employee experience when looking for product and pricing information
 - **ZETA Componentry** - ensure consistency is maintained across the CMS when new design elements are introduced

Comcast (Contractor), Philadelphia, PA

September 2020 - November 2021

Project Manager II (September 2020 - November 2021)

- Supported MyCovidScreen and RTO projects
- Developed, implemented and tracked project plans
- Mitigated risk by ensuring issues were recognized and addressed accordingly
- Developed and executed detailed Sprint cadence to ensure Business objectives were met
- Served as liaison between Business and Salesforce Development Team
- Managed and prioritized backlog in Rally and Aha
- Submitted code releases in JIRA and IOP
- Provided status updates utilizing internal platform, OneStatus
- Provided Executive Leadership weekly technology status
- Member of PM Guild

Telrx, Horsham, PA

May 2008 - July 2020

Project Manager II (November 2018 - July 2020)

- Served as the primary contact and liaison between the Client, Client Services and Systems.
- Developed and executed overall project plans, ensuring that all Client objectives are met.
- Ensured all aspects of the system development and quality assurance processes were executed and completed.
- Provided detailed status updates to stakeholders.
- Supported CRM upgrades and migrations for Wilke, Astute and Salesforce.
- Acted as business analyst when needed on projects gathering and documenting system and user requirements and mapping IVR call flows in Visio.

Additional Experience (May 2008 - November 2018)

Procurement Specialist, Telrx, Horsham, PA

Help Desk Analyst, Telrx, Horsham, PA

Facilities Specialist, Telrx, Horsham, PA

Corporate Receptionist, Telrx, Horsham, PA

Project Resource Person, Telrx, Horsham, PA

Call Floor Representative, Telrx, Horsham, PA

Education & Credentials

Associate of Science, Graphic Design | The Art Institute of Philadelphia, Philadelphia, PA

Professional Development

Visual Elements of User Interface Design Certificate | California Institute of the Arts on Coursera

Full Stack Web Development Certificate | UPENN Coding Bootcamp

SAP Courses | SAPTEC, ADM100, ADM900, ADM950