

PARKER LAMAR BROOK
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Education

University of Utah Honor's College, Salt Lake City, UT

- Bachelor of Science, Mechanical Engineering, May 2017
- 3.31 GPA
- Dean's List
- Alpha Sigma Pi ▪ National Society of Leadership and Success

Project Management Skills & Experience

- Engineering Management
 - Four years' experience as a Project Engineer leading teams of design engineers (1-10+ members) on both short term and persistent projects lasting more than one year.
 - Provided my team members with design direction, timeline and deadline management, and feedback from customers throughout project duration.
 - Learned each of my team members' individual strengths and weaknesses and applied them to the project accordingly to best utilize their capabilities and improve team efficiency.
 - Used mathematical and analytical skills to identify problems and find solutions
 - Encouraged and equipped my design engineers with the tools and confidence needed to think outside the box and find creative solutions to complex problems
- Total Compensation Implementations
 - Excelled in the role of an Implementations Project Manager, receiving perfect scores on all account reviews to date and consistently achieving top customer satisfaction ratings
 - Lead account reviews of teammates, helping them to improve project management capabilities
 - Lead projects to identify and rectify shortcomings in the implementations workflow, customer unresponsiveness, and low adoption rates of Carta some products
 - Crafted solutions to the aforementioned issues by taking an analytical approach to problem solving and thinking creatively

Work Experience

- Implementations Project Manager II ▪ Carta [February 2022 – Present]
 - Onboarded customers to the Total Compensation tool, managing over 100 accounts while maintaining excellent customer satisfaction scores
 - Prioritized responsive and quality interactions with customers, creating lasting relationships
 - Utilized excellent project management practices to keep all accounts organized
 - Took on many extra projects and initiatives beyond core CTC implementations duties
 - Sought to drive more efficient workflows, higher adoption rates of the product, retain at-risk customers from churning, and implement Carta's new onboarding system
 - Root cause analysis and subsequent solutions to unresponsive/churn risk customers contributed to a massive increase in account recoveries, saving Carta hundreds of thousands
 - Applied my managerial experience as a Project Engineer to initiatives I lead at Carta
- Design Engineer II / Project Engineer ▪ DJH Engineering Center, Inc. [August 2017 – July 2021]
 - Oversaw the design engineering of 50+ projects across many different sectors/industries
 - Included ground-up, next-gen. development to large scale cost improvement programs
 - Utilized cutting edge & innovative technologies to maximize performance and cost savings
 - Managed teams of design engineers ranging from one to 10+ members depending on size of project.
 - Provided my teams with direction regarding project planning/kickoff, general engineering guidance, design-specific instruction, and customer feedback and objectives.