

SHAVERN HARRIS | TECHNICAL PROJECT MANAGER

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SUMMARY

Results-driven Technical Project Manager with 15 years of experience, eager to lead your team to success. My expertise lies in coordinating complex projects from inception to completion, adhering to tight timelines and budgets. With a keen eye for detail, I have successfully implemented cutting-edge technologies to optimize processes and deliver outstanding results. I thrive in fast-paced environments, fostering collaboration among cross-functional teams to achieve common goals. As a proactive problem solver, I am committed to ensuring seamless project execution and exceeding client expectations. I am thrilled to bring my passion for innovation and leadership to your organization.

TECHNICAL SKILLS

Management Tools: Agile methodologies, Predictive methodologies, Airtable, Asana, Azure DevOps, Jira, Enterprise Resource Planning, Scrum workflow, Slack, Trello, Monday.com, MyCollab, Open Project, Tuleap.

Project Management: Stakeholder Management, Project Life Cycle, System Development Life Cycle, Project Documenting, Estimating and Budgeting, Sponsor Concerns Management, Scheduling, and Task Management.

Technical: HTML, CSS, Bootstrap, IT Infrastructure, Database Management, Machine Learning, Artificial Intelligence.

Additional: Cloud Computing, Mediation, Group Facilitation, Team Collaboration, Budget Management.

PROFESSIONAL EXPERIENCE

Insurance Supermarket

Remote

Call Center Operations Manager

03/2023 - Present

- Facilitate, create, and implement training processes for 305 employees.
- Delegate and monitor daily, weekly, and monthly reporting documentation.
- Strengthen operational communication throughout all departments.

Lines for Life

Remote

Crisis Intervention Specialist

02/2022-07/2023

- Provide supportive navigation, counseling, and service coordination for first responders.
- Support primary and secondary victims of crime and/or survivors of trauma.
- Document follow-ups due to mental health concerns and enhanced support needs.

Assurance America

Hybrid

Total Loss/Fire & Theft Adjuster

01/2021-03/2023

- Negotiated and mitigated over \$1 million in storage charges and applicable deductions.
- Investigated and resolved basic to complex claims up to \$50,000 in value.
- Managed a claims caseload of 150 claims monthly.

Amazon

Remote

Human Resources Generalist

07/2020-03/2021

- Assessed, prepared, and executed pay orders through ADP.
- Reviewed, processed, and documented paid time off for associates on sick leave.
- Supported upper management and finance with any reports or issues regarding payroll.

Esurance

Tampa, FL

Arbitrator

08/2019-08/2020

- Interviewed key stakeholders in each case.
- Communicated mutual agreement(s) between insurance companies.
- Settled disputes between companies utilizing insurance industry knowledge.

Permanent General Insurance

Hybrid

Liability Adjuster II

02/2017-08/2019

- Negotiated claim settlements with claimants, insureds, and legal representatives.
- Evaluated police reports, video footage, and prior losses, to investigate each claim.
- Coordinated with other departments to ensure vehicle damages were getting repaired.

National General Insurance

Tampa, FL

Liability Adjuster I

01/2015-02/2017

- Examined estimates, photos, and evaluations to confirm reported facts of the loss.

- Investigated automobile accident claims through verbal and written correspondence.
- Determined liability, reviewed policy coverages, and resolved simple to complex claims.

Steak N Shake

Tampa, FL

Human Resources Manager

05/2013-01/2015

- Assembled, created, and executed all hiring strategies for hiring hourly associates.
- Interviewed, hired, and onboarded 200 - 500 hourly associates in four months.
- Identified, managed, and monitored hourly associate lunch and break schedules.

TECHNICAL PROJECT MANAGER PROJECTS

Project Charter | 📄 Shavern Belle Project Charter 📄 Shavern Belle RACI Chart 📄 Shavern Belle SDLC

- Project organization documents - project charter, RACI chart, and requirements management documents.
- Agile methodologies, Identified stakeholders, budget estimation, requirements discovery, constraints identification, risk management, project scheduling, and constraints management.
- Technology: Gantt Charting, Google Suite, Microsoft Excel.

Communications Management Plan | 📄 Shavern Belle Communications Management Plan

- Developed communications plan, constraints, requirements, flowchart, meeting guidelines, escalation process, stakeholder communications requirements, leadership statement, and team operational guidelines.
- Gathered information for the project kickoff meeting, created a communications approach, set team leadership guidelines, and utilized public speaking and group facilitation skills to lead a project kickoff meeting.
- Technology: Zoom, Google Docs, Google Slides, Google Spreadsheets.

Budget and Scheduling | 📄 Shavern Belle EVM Workbook

- Coordinated details of budgeting, calculating cost and schedule earned value formulas, and creating a project schedule. As well as, plan and lead status update presentations for senior management.
- Stakeholder management, forecasting, budget management, and oral communication skills.
- Technology: Repl.it, Github, Google Docs, Excel and Google Sheets, Excel formulas, Google Slides, and Zoom.

EDUCATION

Thinkful

Online

Certificate, Technical Project Management

08/2023

- The program included technical aspects of project management, timelining, budgeting, networking, and team motivation. Learned through readings, assignments, presentations, and mentorship sessions.
- Areas of Study: Scrum workflow, Agile methodologies, SDLC, stakeholder management, Conflict management, budget management, training and development, problem-solving, negotiation, sales, forecasting, WBS, scheduling, B2B, quality assurance, project planning, risk management, Jira, project structure, deliverables.
- The program was carefully designed to provide the knowledge and skills that are needed in the Technical Project Management field. Capstone projects are a requirement for the Thinkful program and are evaluated by the Thinkful grading team. The purpose of the Capstone projects is to prepare the student for Technical Project Management duties.

Florida Department of Financial Services

Online

License, FL 6-20 All Lines Adjuster

03/2016

Pace University

New York, NY

Bachelor of Arts in Psychology

12/2008