

# OLIVIA RODRIGUEZ

## Project Management Intern

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📍 Hanover, MD

🌐 [LinkedIn](#)

## CAREER OBJECTIVE

Enthusiastic, recent graduate eager to contribute as an intern at Comcast. I'm excited to prove my skills in Everhour and Zoho and look forward to gaining valuable industry insight while building problem-solving skills for projects like Xumo.

## WORK EXPERIENCE

### Customer Service Representative

#### T-Mobile

📅 April 2020 - April 2023

📍 Hanover, MD

- Reduced open customer cases by 19% and increased first-call resolution by 14% by utilizing Jira to track issues.
- Coordinated with cross-functional teams using Microsoft Project, resulting in a 23% reduction in escalations and a 16% increase in issue resolution.
- Worked with technical support teams and resolved device and service issues, **reducing product returns by 9%**.
- Boosted customer satisfaction by 11% by providing personalized support through Google Meet.
- Raised customer feedback by 28% by conducting surveys tracked on Google Forms.

## PROJECTS

### Planner

#### DIY Home Makeover

📅 2021 - current

- Reduced project turnaround time by 34% by creating and maintaining plans using Microsoft Project.
- Decreased overruns by 17% and increased accuracy by 15% by managing project budgets in Excel.
- Managed project tasks and deliverables with Trello, **resulting in a 22% reduction in task delays**.
- Ensured compliance with local regulations and laws by coordinating with legal team.
- Increased team productivity by 11% and efficiency by 13% using Zoho Workplace to maintain communication and collaborate on project documents.

## EDUCATION

B.S.

Management Studies

**University of Maryland Global Campus**

📅 September 2019 - April 2023

📍 Adelphi, MD

## SKILLS

- Jira
- Google Sheets
- Google Meet
- Microsoft Project
- Everhour
- Google Drive
- WeTransfer
- Zoho Workplace

## CERTIFICATIONS

- Certified Associate in Project Management (CAPM)

## HOBBIES

- Interior Design
- Furniture Design
- Painting