EMILY CHEN

Senior DevOps Project Manager

✉ emilychen@email.com
📞 (123) 456-7890
📍 Atlanta, GA
🔗 [LinkedIn](#)

EDUCATION

B.S.
Computer Science
Georgia Institute of Technology
📅 2008 - 2012
📍 Atlanta, GA

SKILLS

- AWS CodePipeline
- OpenShift
- CloudFormation
- Grafana
- Amazon Web Services (AWS)
- Bitbucket
- Asana
- Python

CERTIFICATIONS

- AWS Certified DevOps Engineer

HOBBIES

- Culinary Travel
- Travel Photography

CAREER OBJECTIVE

With extensive experience as a project manager in finance and insurance industries, I aim to leverage technical expertise and business acumen to integrate development and operations teams seamlessly. Seeking an opportunity to drive innovation, streamline operations, and deliver exceptional customer satisfaction at Aflac.

WORK EXPERIENCE

Senior Project Manager
Equifax

📅 July 2019 - current   📍 Atlanta, GA

- Automated application deployment using AWS CodePipeline and CloudFormation, reducing average processing time by 37%
- Used OpenShift to optimize software development and improve turnaround time, **increasing profitability by 6%**
- Developed and maintained project documentation methods, reducing rework by 12% and increasing knowledge transfer efficiency by 23%
- Managed a multi-project portfolio with a combined budget of over $42M, delivering all projects within budget with a 93% stakeholder satisfaction rating

Project Manager
First Data

📅 January 2015 - June 2019   📍 Atlanta, GA

- Coordinated with stakeholders to define project scope, reducing scope creep by 29%
- Automated project management processes using Python, **resulting in a 16% increase in project efficiency**
- Organized regular project status meetings with stakeholders, facilitating clear communication and boosting stakeholder satisfaction by 38%
- Developed and implemented risk management plans, resulting in an average increase of 21% in project success

System Administrator
SunTrust

📅 December 2012 - December 2014   📍 Atlanta, GA

- Streamlined documentation using SharePoint, resulting in a significant **64% increase in document retrieval time**
- Conducted regular security audits and assessments, reducing security-related incidents and improving compliance by an average of 33%
- Provided hands-on software and hardware support for 800+ and Windows servers, ensuring an uptime of 98%