**CRYSTAL L. GONZALEZ**

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**SKILLS**

* Fundamental skills include, but are not limited to program/project management, agile methodology, data analysis, process implementation, vendor/cross-functional collaboration, performance management, retail management, crisis by de-escalation, increasing/driving sales.
* Proficient in working independently while efficiently managing multiple projects simultaneously.
* Ability to analyze complex problems and data to determine basis of cause and develop a business strategy.
* Extensive knowledge of Office 365, including but not limited to Excel (including Pivot Tables), PowerPoint, Visio, SharePoint (creation and editing), and OneNote.
* Excellent communication skills, fluent in both English and Spanish.
* Experienced in working in fast-paced and ambiguous environments.
* Familiarity with Microsoft DynamixAX, MAL, TFS, Telemetry, CMAT, COMPASS, PeopleSoft, Schedule Wizard, Salesforce.com, Workforce Management, Digital River, Android, iOS, and Windows mobile.

**PROFESSIONAL EXPERIENCE**

**MICROSOFT** (Contract)**03/24/2016 – 09/30/2016**

*Project Manager – WW Sales Premier Services/Retail Ops*

* Validate/review specific Premier deals within Compass to ensure information is up to date and correct.
* Orchestrate monthly Premier Community calls for USA/EUROPE team, as well as a secondary call for APAC, which involved scheduling, collaboration of PowerPoint deck to be presented, and logistics of call (recording, participation).
* Review Global Azure HIPO account project deals in order to ensure account team is in contact with proper Azure specialist in order to connect client with greater/personalized service.
* Create data analysis on accounts and states of accounts (i.e. what stage of sales pipeline are accounts in, account renewals, account deactivation, etc.)
* Maintain community SharePoint information relevant for all audience members (TAMS, Account Exec, Sellers, Sales Directors, etc.). Edit SharePoint to make more aesthetically pleasing and create and better ease of use for audience.
* Maintain community Yammer page, ensure all questions are answered or directed towards answer. Compile an email based on monthly Yammer postings and send to community.
* Monthly development and tracking of metrics, highlights, lowlights, and updates for status on Retail, StorSimple, and LATAM transition.
* Compile monthly report on policy exceptions (top drivers, repeat offenders, monetary value, etc.)
* Management of Issues/Risks/Opportunities/Decisions Tracker for Retail and StorSimple.

**T-MOBILE** (Contract) **09/2015 – 11/2015**

*Telesales Project Manager – Performance Management*

* Primary focus supporting external vendor teams, but not exclusive of internal team sites, in order to increase sales, processes, and employee life-cycle within telesales.
* Create roadmap of prior processes, existing process, identified gaps (training, development, and systematic), and possible implementations for improvement.
* Travel to telesales sites in order to perform focus groups, identify processes and gaps, and in turn streamline performance management across all 5 partners and internal sites.

**MICROSOFT** (Contract) **06/2015 – 08/2015**

*CxP CRM Program Manager – Enterprise Mobility*

* Primary focus on triaging new customers onboarding to the service and ensuring each customer has the proper Microsoft teams and/or Partners engaged to help them onboard to the service as quickly and efficiently as possible.
* Maintain Intune CRM Lite system and Microsoft Dynamics AX up-to-date with accurate Intune customer information on a day-to-day basis by being obsessively detail oriented.
* Add capabilities to the CRM Lite system (SharePoint + Excel) in order to ensure it continues to meet the needs of the business and continues to improve data driven automation.
* Deliver status reports in a timely manner, update status as needed, and report any changes/risk factors.

**MICROSOFT** (Contract) **12/2013 – 06/2015**

*Retail Support Project/Program Manager*

* Collaborate Microsoft Brick&Mortar Stores, as well as vendor call center teams in order to capitalize on customer instances.
* Using agile methodology, identify gaps between Microsoft B&M locations and vendor call center team.
* Research, prepare, and implement new strategies in order to guide teams and identify opportunities to increase revenue, walk in traffic, and customer satisfaction.
* Identify and drive changes into processes that will have a positive impact on Microsoft’s sales and customer satisfaction goals.
* Work with globally distributed teams in order to ensure quality of call center operations.
* Develop/analyze various reports weekly/biweekly/monthly while improving automation of data.
* Create presentations for B&M Market Managers, Store Leaders, and management team prior to every B&M new store opening.

**OFFICE DEPOT** **09/2013 – 11/2013**

*Assistant Store Manager*

* Day-to-day operations, which include but are not limited to, receive daily inventory, planogram, merchandising, price changes, ensure associates are assisting customers and completing daily tasks.
* Lead team huddles for team of 25-30 members to relay sales goals.
* Input schedules and employee information into Workforce Management system and PeopleSoft.

**SPRINT NEXTEL COMMUNICATIONS 08/2009 – 09/2013**

*Assistant Store Management*

* Oversee operations, such as monthly store self-audit, and take part in the District Audit team.
* Averaging 3.7% net activation conversion rate during first six months as a sales manager.
* 32% increase in sales of net activations during first six months as a sales manager.
* Increase of 23% in overall Customer Satisfaction in Redmond location.
* 17% increase of store composite score in first six months at Redmond (Average 102% vs. 85%).
* Development of Android, iOS, and Windows training courses for customers. ­­­
* Increased operational soundness of downtown stores, from 43% audit ready to 96% and 74% audit ready to 94% respectively, in four months by instilling own procedures, proper training and follow up.