

CLIENT NAME

Contact information

Summary of Qualifications

I am a Project Manager experienced in complex data migrations and SaaS implementations in an Agile environment. By managing internal operations and improving processes through automation, standardization, and efficiency, I drive projects that elevate the customer experience. As a team leader, I foster a culture of collaboration and respect.

Career Highlights

- Completed >200 projects that include the following:
 - Implementing Single Sign-On feature to allow user access to historical data with a single click
 - Developing EMPI consolidation plan to merge multiple users into one database
 - Creating data migration pathway in partnership with vendor
- Led team to accelerate project completion timeline by 15% by simplifying final steps & eliminating redundancies
- Reduced escalations by 50% by identifying & resolving recurring project bottlenecks

Professional Experience

Employer

2019 - present

Sr. Project Manager

(promoted twice to positions of increasing scope & responsibility)

- Independently manage 25-30 SaaS projects concurrently
- Lead 4-6 project management team to ensure budget, SOWs, timelines, & Service Level Agreements are met
- Manage internal operations & process improvements, partnering with PMO to drive execution against KPIs, standardize client-facing materials, & conduct post-mortem reviews
- Manage vendor relationships, collaborating on system development & upgrades, as well as reporting on active projects
- Serve a primary point of contact among data engineering team, sales, & clients
- Created self-service training module for new hires
- Partner with sales & account management on resource allocation for incoming pipeline projects
- In collaboration with senior leadership, prepare for Quarterly Business Reviews

Software

MS Office: Word, PowerPoint, Excel; Jira; NetSuite; Monday.com; Google Suite; SFTP, AWS, Azure, Oracle, SQL

Education

State University of New York at Oneonta, B.S. - Biology