

PROJECT MANAGEMENT PROFESSIONAL

Results-driven Program and Project Manager with 10+ years of experience leading enterprise software delivery, system implementations, and large-scale process improvements. Proven success overseeing complex initiatives across automotive recall programs, consumer data platforms, and new web and software product development. Brings a disciplined, outcomes-focused approach to delivering initiatives on time and within budget using Agile, Scrum, Kanban, and Waterfall methodologies. Recognized for executive-level stakeholder engagement, operational optimization, and the development of clear, high-quality technical and business documentation.

CORE COMPETENCIES

- Program & Project Lifecycle Management
- Agile/Scrum & Waterfall Delivery
- Stakeholder Engagement & Executive Reporting
- Risk Mitigation & Issue Resolution
- Business Analysis & Requirements Gathering
- Technical Writing & Process Documentation
- Quality Assurance & UAT Coordination
- Vendor & Cross-Functional Team Leadership

PROFESSIONAL EXPERIENCE

Project Manager, Technology

Recall Masters 5/2024 – 1/2026

- Collaborated with senior management and cross-functional teams to develop the Annual Technology Goals, ensuring alignment with organizational targets and priorities.
- Implemented over \$20k in annual savings for the technology department by managing costs, reducing redundancies and streamlining processes.
- Managed diverse team of remote tech resources to ensure feature delivery and acceptance within scope and on time.
- Worked in partnership with Systems Architect to ensure development team was developing features consistent with the overall system objectives and framework.
- Improved client experience of technology launches by launching Test-Train-Test Again method of feature launches.
- Led cross-functional collaboration with system architects and developers to define scalable data-processing approaches for OEM and government data integrations.
- Facilitated agile ceremonies to keep the development team aligned and free from obstacles.

Program Manager, Web & SaaS Product Development **Codazen 6/2022 – 9/2023**

- Served as primary liaison with clients to mitigate risks, remove blockers, and deliver weekly status updates and billing forecasts.
- Defined resource requirements for two engineering teams based on project commitments and strategic priorities.
- Partnered with design and development teams to deliver realistic timelines and proactive risk mitigation plans.
- Collaborated with SMEs and product managers to estimate level of effort and develop proposals.
- Managed multiple concurrent projects while maintaining schedule adherence and budget control.
- Administered project tracking using Asana, Instagantt, Jira, and Confluence.
- Produced executive and operational reports tailored to diverse stakeholders.

Project Manager, Corporate Applications **Blizzard (Contractor) 06/2021 – 02/2022**

- Prioritized project tasks to ensure on-time delivery within scope and quality expectations.
- Developed and maintained process documentation and reference materials for enterprise stakeholders.
- Supported migration of more than 50 teams to a company-wide Jira instance, including hyper-care support.
- Led development of Campus Services and Facilities tools to support return-to-campus initiatives.
- Facilitated Scrum ceremonies with engineering, product design, QA, and leadership teams.
- Conducted sprint planning to align SupportDesk initiatives with team capacity.
- Contributed to design reviews using Story Mapping and Event Storming to enhance user experience.

Project Manager, Operations **American Financial Network 10/2020 – 05/2021**

- Authored training documentation for rollout of new industry loan application forms.
- Partnered with management, vendors, and SMEs to implement 2020 Encompass updates.
- Oversaw testing, configuration, and deployment of third-party software solutions.

Training Project Contractor Johnson & Johnson 05/2016 – 11/2016; 08/2018 – 03/2020

- Collaborated with leadership and SMEs to design task-based curricula supporting enterprise training transformation.
- Evaluated risks and presented trade-offs to minimize schedule impact.
- Ensured business continuity during divestiture by coordinating Quality Training transitions.

- Managed full project lifecycle including meeting facilitation, action tracking, and deliverable coordination.

PAST RELEVANT EXPERIENCE

- Created the organization's first comprehensive training manual and job aids for proprietary software.
- Developed SDLC project plans for software enhancements in the automotive sector.
- Led daily stand-ups and Jira tracking to improve collaboration and reduce development time.
- Managed HTML5 video training production from design through approval.
- Planned and implemented a learning management system for a nationwide real estate organization using Waterfall methodology.
- Coordinated internal and external resources through planning, testing, and deployment of custom software solutions.

EDUCATION

MBA, International Project Management – Southern New Hampshire University

Bachelor of Arts, Asian Studies – California State University, Long Beach

Six Sigma Green Belt Certification – 2015

FPX Project Management Training – 2019

TECHNICAL SKILLS

Tools: Jira, Confluence, Asana, Instagantt, SharePoint, ServiceNow, Articulate, Camtasia, Snag-It, WebEx, UltiPro, Wrike, Salesforce

Microsoft Suite: Project, Word, Excel, PowerPoint, Visio, Access Methodologies: Agile, Scrum, Kanban, Waterfall, Six Sigma, Hybrid