

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

IT Project Manager - Telectrix

2021 – Current

- Managed project deliverables within approved timelines and budget guidelines
- Lead project review meetings with other project managers and development teams
- Resolved systems inconsistencies and reduced project holdups by 33%
- Collaborated cross-functionally to lead project teams toward common goals
- Effectively managed multiple projects at once, handling up to 8 projects at a time

Salesforce System Administrator - Bellhop Projects

2019 – 2021

- Directed junior Salesforce admins to integrate Oracle EBS and Drupal to satisfy business needs
- Assisted senior sales managers with building custom reports, orders, and invoices
- Performed QA testing after Critical Updates, smoothly transitioning customer data to retain Salesforce usability and performance
- Maintained the Salesforce platform by monitoring user issues, employee workflows, and support tickets
- Assisted the Salesforce Development team in implementing solutions to resolve system errors, resolving 32% of downstream effects on marketing teams

Project Experience

- **Building A Shed**

Worked with six others to build a shed by planning the process from designing the shed, buying suitable materials, and directing the building within 2 months

- **Created A Salesforce Ad Campaign**

Found an ad agency, selected the project manager, and came up with goals and a budget for the campaign. Selected our mid-sized business audience and picked marketing channels.

Oversaw the creation of content for the company and created Campaign Ads. Selected a three-month time frame and published the ads.

Education

Program Management Professional (PMP) - Project Management Institute

2021

- Project Management essentials, software, and experience testing and certification

Diploma in Hospitality Management - University of California

2016 – 2017

- Relevant Coursework: Systems Administration, Project Financing, Information Systems, Product Marketing, Human Resource Management, Public Relations, Product Development Strategy

Skills

Expertise

- Communication
- Agile methodologies
- Effective time management
- Business analysis
- Adaptability
- Leadership

Licenses & Accreditations

Licenses Licenses & Accreditations

- 2022 PMI Agile Certified Practitioner (PMI-ACP)
- 2020 IIBA Certification of Competency in Business Analysis (CCBA)
- 2018 Salesforce Certification