NAME

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

Profile

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Experience

Junior Project Manager, Feedzai - Manchester, Britain
September 2021 — Current
- Assisted two senior project managers in managing 15 projects for Feedzai
- Managed a successful team of 4 developers to create innovative software solutions for 6 clients
- Improved project submission times by 12% by increasing support and access to needed frameworks for each developer in a project
- Implemented a training program for our developer apprenticeship program that allowed Feedzai to retain 11% more apprentices at the end of the program
- Oversaw major system updates and restructuring to ensure faster turnaround time for all projects

Executive Administrative Assitant, Feedzai - London, Britain
June 2019 — August 2021
- Assigned tasks and projects to 30 administrative assistants in the office
- Organized projects in terms of urgency and importance for tech and marketing teams for efficient project handling
- Managed client interactions by scheduling meetings, ensuring note-taking and assigning tasks to the relevant departments
- Provided clerical support to the CTO and CMO to ensure proper documentation of shared projects
- Facilitated interdepartmental communication by managing calendars and maintaining a filing system

Project Experience
Customer Enablement Project: FireStart, Software Certification Program
2022
- Outlined objectives of the entire program, highlighting certification steps and levels in Google Docs
- Identified a beta test group and testing parameters in Google Docs
- Outlined customer journey using ClickUp Whiteboards
- Created tasks for course content development and assigned them to team members in JIRA
- Submitted a design request for certificates to UX designers and help center article to copywriters in JIRA
- Collaborated with the Dev Ops team to develop website design
- Ran tests with the beta test group and collected feedback
- Adjusted the course program as defined by test results
- Submitted the project for review by stakeholders
- Launched certificate program

Education

B.A Business Administration - University of Leeds
2012 – 2015
- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL
May 2009
- GPA: LIST
- AWARD
- AWARD

Skills

Expertise
- Agile Methodologies
- Budgeting
- Effective communication
- JIRA
- Attention to detail

Licenses & Accreditations

Licenses Licenses & Accreditations
- PMP Project Management Institute —September 2021