

# BrandResumes Client, CSM

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## Professional Experience

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### Golden Pear Funding (*Client Engagement*)

December 2016 – Present

#### *Agile Project Manager* – New York, NY

- Spearheaded design and implementation of an \$750K internal CRM system to process front end GUI and back end architecture for financial data, which was delivered on time and within budget constraints
- Mitigated over 30+ pre-production and launch risk factors by effectively communicating with cross functional teams and senior stakeholders across multiple cities and disciplines
- Followed a strict project management plan, which included both agile and waterfall methodologies to successfully adapt to changing requirements that influenced the project timeline and plan
- Achieved seamless migration and integration from their legacy IT system to a new technology by proactively managing 3 resources, schedules and work activities, resulting in clear visibility to the project goals
- Facilitated the cloud migration of all user impacting internal development and production applications from Azure to AWS, reducing the IT department's yearly maintenance costs

### Mitel (*Client Engagement*)

March 2018 – May 2019

#### *Technical Project Manager* – New York, NY

- Led the successful \$1.2MM end to end implementation, testing, and system migration from KNIME to SAP BW / Tableau, ensuring all in scope requirements were delivered
- Managed two phases of a legacy data migration resulting in the conversion of manual workflows into an automated reporting system which decreased report time from 10 days to 1 day and human prone error
- Facilitated over 10+ global video and audio requirements gathering sessions with key stakeholders to ensure the project scope and budget were on target, while managing 7 offshore and 4 onshore resources
- Developed various business analysis reports for multiple senior executives by extrapolating data from disparate servers and data sources into consumable monthly reports with key metrics and KPIs

### ProTrack (*Client Engagement*)

December 2013 – December 2016

#### *Product Manager* – New York, NY

- Performed detailed analysis and documentation of over 21+ in scope requirements for product launch and used Requisite Pro to track requirements by client customization
- Consulted with 4+ offshore QA and developers to break down complex software requirements into functional user stories and resolved any issues or roadblocks that arose
- Engaged in analyzing the overall system design and individual logical components using UML diagrams

## Professional Certifications

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- Certified Scrum Master
- VMware VSP and VTSP
- AWS Big Data Certified – In Progress

Est. Completion June 2019

## Technology Skills and Training

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- Agile Methodology and Scrum Framework
- Microsoft Office and Google Suite
- JIRA, Trello, Tableau, Power BI, Salesforce and Kanban
- SQL, Wordpress, Azure and AWS
- Release Management, Vendor Management, and Product Management

## Education

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### City University of New York Queens College – New York, NY

Bachelors of Arts (BA) in Economics

Associates of Sciences (AS) in Computer Science

May 2009