

# XXXXXX X. XXXXX

CITY/STATE | PHONE | EMAIL | LINKEDIN URL

## PROJECT DIRECTOR | SENIOR PROJECT MANAGER | VENDOR MANAGEMENT | TRAINING

Passionate, decisive and proven project management and leadership professional with increasingly progressive experience managing multiple projects from the planning, execution and closing stages. Hands-on efficiency driver with demonstrated ability to communicate and coordinate project activities including managing the day to day progress of project plan with internal and external business teams. Strategically initiates and nurtures relationships and key partnerships. Solutions-oriented strategic thinker with an ability to see the big picture, without missing minor details, coupled with experience at working with operations to develop project scope, specifications and timelines to ensure projects flow according to process. Outcomes-focused team player seeking to leverage background into a Project Management or Vendor Management role for a progressive non-profit organization.

### Competencies that Drive Strong Business Outcomes

- Project Coordination & Management
- Project Management Methodology
- Planning: Scope, Deliverables, Time & Cost, Scheduling & Risk
- Execution: Monitoring, Controlling Improvement, Analysis, Success Evaluation
- Information Dissemination, Task Prioritization, Time Management
- Process Creation & Simplification
- KPI's & Customer Satisfaction
- Development & Ongoing Production Management
- Strategic Project/Program Management
- Planning & Prioritization
- Quality Review
- Utilization Metrics & Approaches
- Improved Outcomes
- Training Processes & Systems
- Database Management
- Continuous Improvement Processes

### Demonstrated Leadership Success

- **XXXXXX Testing Simplification** – Identified overcharged travel cost errors by vendors for building native Apps or HTML websites to preview content for compliance review by creating a process to provide access to the sandbox tool for enabling review of the content from remote locations in a company-provided tool at no cost.
- **Orientation Expo** – Reduced project lead time for sales representatives by transforming 8 hours (one full day) of presentations into a 1.5-hour expo, enabling streamlined new hire onboarding.
- **Sales Representative Certification Process** – Strengthened representative certification traceability by automating manual paper certification process into electronic (Learning Management System) to help support audit events, while reducing reporting time by 24 business hours (3 days).
- **Training Initiatives** – Managed the training component including creating an asset handoff process to manage the transition of newly created or updated training content to the training delivery team. Managed the transition of New Hire Sales Training Orientation from virtually led training to live onsite training.
- **Contracts Management:** Created Service Level Agreements (SLAs) for offshore digital production.
- **Automation** – Created and rolled out a calendar tool to deliver global production times to 72 markets around the world, while serving as the project management tool for the global production team.
- **Accolades** – Received an “Exceeds” rating on last performance review by exceeding all 2016 goals, specifically the reduction in production time.

### A Career of Delivering Innovative and Sustainable Project Management

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2015 – Present

#### Global Project Manager-Performance Development Group

Manages interim Content Centre asset production and partner with production vendor and Content Delivery Directors to continuously update production timelines for improved transparency.

- Cultivates relationships with internal collaborators and external contributors, including global Nominated Signatories, production vendors and external project teams to advance shared organizational goals.
- Creates and maintains planning timeline and continuously researches additional planning tools.
- Reduced digital production timing by 15%, as well as digital production costs.
- Leads team through interdepartmental ambiguity to drive outcomes.

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**2014 – 2015**

**Senior Program Coordinator/Associate Project Manager-Performance Development Group**

**Collaborated with HR, Brand Teams and Field Sales to execute annual strategic planning process for Field Sales Training initiatives. Provided experience-based guidance and direction to team coordinators to maximize productivity.**

- Simultaneously managed various cross-portfolio projects, including a Certification Process Update project, an SOP Updating and Creation project and a Virtual Training to Live Training transition project through on-time delivery.
- Attended project kickoff meetings to assess program coordination needs and recommend training delivery solutions to trainers, instructional designers and project managers for continuous improvement.
- Consulted with Training Managers on planned and potential initiatives to triage PC Support availability and align appropriate resources.
- Determined ongoing project support based on project complexity and PC experience.
- Attended Program Coordination meetings to provide updates on prospective projects and gather available resource information for coming projects.
- Participated in the Requests for Proposal process and completed detailed analysis of vendors for final selection.
- Served on the advisory team for the creation of Commercial Learning and Development content management system (ALADDIN).

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**2011 – 2014**

**Lead Program Coordinator-Performance Development Group (2013-2014)**

**Program Coordinator-Performance Development Group (2011-2013)**

**Drove special initiatives from end-to-end by providing delivery recommendations, creating a communications plan and working with Global Commercial Services to ensure on time delivery.**

- Identified issues, risks and process improvements within assigned client area to reduce liabilities and streamline efficiency.
- Created detailed communications to deliver training objectives, scheduling and registration information.
- Liaised with external vendors to obtain course content for learning management system testing and ultimate uploading of course content into the system.
- Monitored the Sales Learning Mailbox for learner and manager inquiries and triage the messages accordingly.
- Administered a Saba Global learning management system for a 6000-member sales force.

**PREVIOUS WORK HISTORY:**

**Project Specialist (Contractor), XXXXXXX, XXXXXXX, XX 2008-2011**

**Project Manager (Contractor), XXX XXXXXX, Inc. Meeting and Incentives, Philadelphia, PA, 2010-2011**

**Project Coordinator (Contractor), XXXX XXXXX, Inc. Meeting and Incentives, Philadelphia, PA, 2006-2009**

**Administrative Coordinator (Contractor), XXXXXX, XXXXXXXX, XX 2004-2006**

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**Educational Background**

**BS, Family and Consumer Sciences/Hospitality, Minor, Business Administration, North Carolina Central University**  
**Agile Project Management Training**

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**Technical Aptitude**

Microsoft Office Suite (MS Word, Excel, PowerPoint, Access and Outlook); MS SharePoint; MS Visio; MS Project; Saba; ATLAS Approvals; ATLAS Search, Box.com; Dreamweaver; FileMaker Pro; Ariba Buyer System; Web Publisher; eRoom Software; FoxPro; Taleo; Various Budgeting Software