

**PROFESSIONAL SUMMARY:** Detail-oriented, results producing Manager

- + MPM - Masters degree in Project Management
- + Strong ability to manage teams and budgets
- + Ability to work on multiple projects simultaneously
- + Excellent communication and soft skills
- + Able to build strong relationships with clients and vendors
- + Experienced in strategic and tactical planning and successful implantation
- + Knowledge and experience in resolving crisis management situations
- + Skilled in motivating teams to work together to achieve goals

**PROFESSIONAL EXPERIENCE****Sr. Project / Product Manager: Alfa Insurance****2/2017 – present**

- Develop project plans (scope, task descriptions, scheduling, resource requirements and budget estimates) to meet objectives and commitments
- Lead cross-functional project teams from design to delivery
- Create detailed, risk mitigation strategies, requirements, timelines, WBSs, use and test cases, and training material
- Budgets have ranged from \$10,000 up to \$5 million
- Work closely with internal teams, stakeholders and vendors to understand business needs and goals and how to obtain them efficiently and effectively
- Manage on-site and off-shore teams and vendors

**Sr. Project Manager: FS, Inc.****1/2009– 1/2017**

- Develop project plans (scope, task descriptions, resource requirements and budget estimates) to meet objectives and commitments
- Budgets have ranged from \$500,000 up to \$20 million
- Lead both large and small teams (5 members up to 80) using both waterfall and agile methodologies, completing tasks, meeting deadlines, keeping within budget, maintaining communication (both verbal and written), handling and resolving team issues, and finishing project goals
- Create weekly status reports for clients and vendors highlighting weekly project summary overview, completed tasks and milestones, risks and issues (including risk mitigation), and related forecasts
- Manage communication with key stakeholders and vendors to ensure that they are aware of significant changes to the project status in a timely manner
- Design navigation flows, use cases, storyboards, wireframes, mockups, feature lists, functional requirements and user interface specifications
- Interfaced with business users to gather and define requirements, creating documentation, designing, testing, and implementing process and/or software solutions
- Traveled to client locations to manage implementation projects and ensure that resources, task, time and budget were successful
- Work on client projects in healthcare to manage and maintain project tasks and timeline, document and maintain requirements, communications with vendors and team members, and create presentations and project documentation
- Author training materials on programs and applications (e.g. Visio, Basecamp) as well as conduct training sessions with team and staff
- Work with marketing department to identify needs, ensure requirements are captured and developed properly, and maintain communications
- Use Clarity PPM modules (team resource, project, reporting, timesheet, etc.) and Open Workbench to manage ETCs, hours, milestones, and other project related maintenance
- Clients have included Healthways, Caesars Entertainment, Cigna, 20<sup>th</sup> Century Fox, DirecTV, Razorfish, Toyota Motor Sales

**PM/BA: DirecTV****6/2008 – 12/2008**

## **JASON FARIES**

- Provided user interface and user experience designs, requirements documentation and testing for new and updated computer and web based applications
- Created and maintained project plans, managed resources, document and maintained weekly status updates and all meeting minutes
- Used Kanban boards and daily scrum meetings to track, maintain and update resource tasks
- Managed and tracked multiple simultaneous projects, working with multi-disciplinary teams and third party vendors
- Built and maintained relationships with vendor partners, supporting communication, overseeing documentation of meeting notes and information, and preserving repository of all vendor related information
- Created requirements documentation, including business rules, use cases, functional specifications and process flows, using information gathered from stakeholder and business users
- Managed software development projects, including planning, resource management, testing, and implementation
- Analyzed risk involved with projects and identify and created risk mitigation strategies
- Researched issues and problems as the arose and provided a recommended course of action to resolve them
- Conducted User Acceptance Testing (UAT) for projects, implementations, system fixes and enhancements

### **Sr. BA: Kia/Hyundai**

**2/2008 – 6/2008**

- Led analysis on redesign of digital asset management system, designing user interface and creating business requirement documents, test plans, and user training documentation
- Worked with marketing team on understanding and detailing project needs
- Identified and documented requirements for embedded software applications, determining hardware required, platform compatibility, related application integration, user requirements and timeline to completion
- Provided user interface and user experience designs, requirements documentation and testing
- Collaborate on regional projects using custom software development solutions that impacted local and global customers
- Trained various users and stakeholders on new applications and updates, created training manuals and materials, and lead training classes with up to 100 people

### **Product Manager/Business Analysis: Toyota Financial Services**

**2/2006 – 1/2008**

- Managed multiple products simultaneously in an integrated program, including communications and vendor relations, resources, tasks, and user acceptance testing
- Worked with marketing and technical teams to define the product scope and prioritize product requirements
- Used both agile and waterfall methodologies
- Maintained communication with clients and vendors, including weekly updates and status reports, ad-hoc meetings to address immediate concerns, as well as document and maintain meeting notes and related information
- Interviewed stakeholders, captured accurate business requirements, and ensured that business processes and software applications meet the requirements effectively and efficiently
- Managed infrastructure teams for the planning, development and implementation of infrastructure deployment programs
- Determined resource planning and managed budgets for projects
- Completed business requirements, functional requirements, design documents, use cases, stakeholder analysis, training manuals and materials, and business process analysis with limited guidance
- Led team activities and mentored junior team members
- Held JAD sessions, wrote requirement documents, created mock-ups, and wrote test plans for web portal implementations and upgrades
- Trained and mentored fellow employees on both non-technical and the technical and aspects of project tasks
- Worked with QA on test plan and test strategy; used Quality Center (Mercury Tools) for testing projects

### **Project Manager/ Business Analyst Consultant: OA Inc.**

**1/2001 - 2/2006**

- Produced project documentation including requirements specifications, user stories, test scenarios, design documents, training videos and written materials, and test plans methodologies
- Supervised resources/staff, including the daily coordination and scheduling of individual efforts, assignments and priorities
- Developed strategic solutions to build brand awareness through marketing collateral, video and print presentations, application development, as well as establishing strategies for delivering product training to customers
- Taught classes on Visual Communications and Presentations Techniques at USC and UCLA
- Produced Yamaha Sales Training CD-ROM, incorporating information from sales and marketing teams to develop an interactive learning module to train sales people across the country
- Worked on development of Warner Brothers catalog, including optimizing images, setting up of digital asset management system via intranet and acted as liaison with outside vendors to gather requirements

**JASON FARIES**

- Supported implementations on sites managed by teams offshore (including Japan, India, and other locations)
- Produced interactive multimedia training CD for Children's Hospital of Orange County that included video production, audio, graphics, interactive modules and copy writing
- Client projects have included Warner Brothers, Amgen, CHOC, Yamaha, USC, UCLA, Marriott and Zone Diet

**EDUCATION**

MS, Project and Risk Management, Boston University, Boston, MA

BA, Studio Arts, University of California at Davis, Davis, CA

BA, Communications Arts and Science, University of Southern California, Los Angeles, CA

**COMPUTER SKILLS**

Operating Systems: Windows, MAC OS

Software: Microsoft Project, Visio, Office, Word, Excel, HTML, SharePoint, Clarity, Jira, Confluence, BaseCamp, Quality Center, Adobe Photoshop, Dreamweaver, FTP

Environments: Java, .NET

**References available upon request**