

**Profile:**

Experienced manager, with experience with human relations, project management, and staff recruitment and retention.

**Education:**

Bachelor of Administration 2001

Middleton Tennessee State University

Major: Business administration

Minor: Accounting

**Skills & Abilities:**

- Degree in Business Administration
- Managed multiple teams across different industries and different disciplines.
- Multiple certifications from company-specific management certifications to industry-wide certifications.
- Extensive experience with Microsoft products
- Project planning and communication software (Microsoft Project and Smartsheet)
- Fast learner for new products, tools, process'

**Professional Experience:****Project Manager II | Vertafore | May 2017 – Current**

- Manage multiple projects at once with multiple different deliverable dates
- Create Project Timelines
- Coordinate resources for conversions, training, installations
- Ensure implementation projects stay on course
- Ensure projects stay within budget
- Assist with training on multiple Vertafore Products
- Assist with technical issues concerns related to multiple Vertafore Products

**Implementation Specialist | Vertafore | April 2016 – May 2017**

- Develop Implementation Process for Vertafore Suite of products
- Subject Matter Expert for multiple product implementations
- Subject Matter Expert for Vertafore Single Sign-On implementations
- Served as Software instructor as needed
- Keep management and Project Lead apprised of developments in the Projects

**Training Consultant | Vertafore | October 2015 – April 2016**

- Trained on multiple Vertafore Products
- Subject Matter Expert for multiple Vertafore Products
- Creation of lesson plans, training videos for Vertafore Products
- Consult with agencies using the Vertafore Suite of Products

**Product Support Representative I & II | Vertafore | November 2011- October 2015**

- Maintained High Customer Satisfaction survey scores.
- Supported 8+ product disciplines
- Subject Matter Expert for most of the disciplines supported
- Visit other Vertafore locations to teach support reps
- Visit Vertafore Customer sites for assistance in rolling out Vertafore Products

**General Manager | Burger King Corporation | August 2008- Nov 2011**

- In charge of Budgeting, Payroll, scheduling, and other resources required for daily restaurant operations
- Developed training not only for my team but for the teams for other stores.
- Certified as a Training manager
- Had my individual store certified as a training store.
- Responsible for training managers for multiple stores in our Market.
- Travel to other stores in our market to assist with in-store training of managers and team members.