

## **PROFESSIONAL SUMMARY**

Experienced Project Manager with a demonstrated history of identifying, evaluating, implementing, and managing projects and procedures at both the macro and micro level that ensure the best product. Skilled in Business Process Improvement, Cross-functional Team Leadership, Strategy, Agile, Project Management. Excellent communicator ensuring that current and future initiatives are communicated to all levels of internal and external customers and vendors. Areas of knowledge and expertise includes:

- Process Improvement
- Problem Solving
- Custom App Development
- Performance Tracking
- Agile
- Jira
- Tableau
- Budget Management
- Project Leadership
- Clarity
- Salesforce
- ROI Analysis

## **EXPERIENCE**

### **BUSINESS PROJECT MANAGER - NISSAN NNA, FRANKLIN, TN – JAN 2012 TO AUG 2020**

#### **Vehicle Repair Quality - Systems Planner**

- Lead planning and implementation of software projects.
- Manages projects through discovery, scope definition, development and implementation.
- Develop creative and effective solutions to business needs.

#### **Dealer Technical Support – System Analyst**

- Led planning and implementation of software projects.
- Led KPI metrics and developed reporting structures for field-based users to ensure adherence.

#### **Accomplishments:**

- Led development initiative which saved \$52 million.

### **SOFTWARE PROJECT MANAGEMENT - NAVTEQ, CHICAGO, IL - AUG 2008 TO SEPT 2011**

#### **Product Planning & Communications Analyst – Asia Pacific and Africa**

- Managed all product collateral and oversaw communication and distribution of materials.
- Increased accuracy of customer facing collateral and decreased revisions by 90%.

#### **Lead Project Coordinator - Software Research and Development**

- Led Coordinator team by answering questions, monitoring workload, assigning special projects, providing support as needed and addressing escalations from team %.

#### **Project Coordinator - Assistant to V.P. of Software Project Management**

- Created new accrual process and increased accuracy significantly. Effectively analyzing \$28 million in labor forecast and actuals of over 800 R&D employees and contractors.

#### **Accomplishments:**

- KPI Recipient of Special Achievement Award for outstanding contributions each of the three years with company.
- Promoted within six-month timeframe for exceeding goals and supporting company culture

### **PROJECT MANAGER - WILKNISON STUDIOS, CHICAGO, IL - FEB 2006 TO MAR 2008**

- Worked with over 200 artists both nationally and internationally.
- Managed generally 1-30 artist contractors, depending on needs and volume of specific art program.
- Through strong customer service, built a large base of return customers.

## **EDUCATION**

## **BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION**

BELMONT UNIVERSITY, NASHVILLE TN

- Belmont University – 2020 Richard Lutz - Outstanding Business Student Award
- Massey College of Business – 2020 Field ETS Award