JANE DOE

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PROFESSIONAL SUMMARY

Project manager with 6 years leading cross-functional software and operations initiatives from intake through launch. Managed budgets up to $1.8M, coordinated teams of 12-30, and improved delivery predictability through risk reviews, clear ownership, and executive reporting.

SKILLS

Delivery: project planning, scope control, risk management, stakeholder management, budget tracking
Methods & Tools: Agile, Scrum, Jira, Asana, Smartsheet, dependency mapping, change management
Reporting: status dashboards, executive updates, RAID logs, post-launch retrospectives

EXPERIENCE

Operations Technology Company
Project Manager May 2021 - Present

- Managed $1.8M implementation program across product, engineering, operations, and training teams, launching 3 sites on schedule with zero critical go-live defects.
- Built dependency and risk review cadence that surfaced 27 blockers early, reducing average escalation resolution time from 9 days to 3 days.
- Standardized executive status reporting around milestone health, budget variance, and decision needs, improving steering committee approval speed.

Regional Services Company
Implementation Coordinator Jul 2018 - Apr 2021

- Coordinated 40+ customer deployments by aligning requirements, training, data migration, and support handoffs across distributed teams.
- Reduced repeat implementation issues by 22% by turning post-launch findings into checklist updates and owner-specific acceptance criteria.
- Maintained launch readiness tracker covering dependencies, open risks, customer decisions, and training milestones for each implementation wave.

CERTIFICATIONS

Project Management Professional (PMP) | Project Management Institute | 2024
Certified ScrumMaster (CSM) | Scrum Alliance | 2022

EDUCATION

Public University, Bachelor of Business Administration
May 2018