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**Contract Manager/business analysts/Program & Project Manager/coordinator**

Defining strategy to meet short- and long-range business goals. Expert in contract administration, on-boarding, and full-cycle project management.

An accomplished, diverse business leader leveraging a robust technical and operations background to drive continuous improvement in businesses across multiple industries and market verticals. An experienced consultant who collaborates at all levels of the organization to develop and implement innovative solutions that meet business goals. Adds value in the ability to take on various roles while managing multiple competing priorities. An expert in KPI monitoring and attainment, workforce management, contract administration, business analysis, client services, and project management.

**Key Areas of Focus**

Program & Operational Support Continuous Process Improvement Professional Services Organizations

Full-Cycle Project Management Recruitment & Talent Acquisition Vendor Management Tools

Service Level Agreements (SLA) Internal & Client Meetings Customer Relationship Management

Training & Development Programs Organizational Change Management Executive-level Reporting & Analysis

**Professional Experience**

**Broadcom | *Contract Administrator*** 2020

*Provided remote support to the Account Manager and Director to develop strategies and approaches for contracting that accommodated client requirements while maximizing value for the business. Analyzed and created unique solutions that addressed client needs while protecting company rules and objectives. Demonstrated a strong knowledge of strategic contracting issues, including risk, financial/pricing strategies, client-facing contract negotiations, and revenue.*

* Drafted and finalized non-standard business terms for contracts that supported software and service proposals.
* Optimized financial outcomes of proposals and/or transactions by providing analysis of business objectives to the sales team; collaborated with the sales management team on contract structure, review, and escalation.
* Reduced risk by conducting transaction assessment and transaction approval on assigned proposals and transactions.
* Maintained accurate revenue booking package for sales accounting and services accounting; achieved compliance with pricing and revenue recognition procedures.
* Ensured the highest professional quality of contracts by reviewing references to prior contracts for validity.
* Played a key role in vendor management, including negotiating deals with clients’ procurement and legal staff.

**Verizon | *Senior Risk Management Business Analyst*** 2019 – 2020

*Served in a contract capacity to manage multiple shifting contract deliverable requirements and constraints. Monitored risk assessment of vendor management, Statement of Work (SOW), Request for Proposal (RFP), Request for Quotations (RFQ), Request for Information (RFI), Master Service Agreements (MSA), Purchase Orders (PO), and Letter of Agreements (LOA).*

* Managed assignment of licensing agreements and higher risk service engagements and multi-element transactions.
* Effectively communicated project success trends to the risk assessment team by correctly manipulating data.
* Supported corporate-wide Supplier Risk Management initiatives by applying analytical skills, business acumen, and technology to drive change across the organization.
* Led the end-to-end process for inherent risk questionnaires (IRQ) by collaborating with IT, sourcing, finance, global supply chain systems support, and other key business stakeholders.
	+ Leveraged email, instant message, and phone communication to coach business partners on filling out the IRQ and provide hourly updates on the IRQ status and follow-up activities.

**UH Product & Services | *Customer Service Analyst*** 2017 – 2019

*Hired as a contract, remote member of the customer service team answering a high-volume of inbound calls. Maintained top customer service and support by accurately articulating the company’s value. Troubleshot customer issues and leveraged all available resources to resolve problems.*

* Consistently met or exceeded all KPI, including managing the ticketing system response time, call volume, call time, and customer satisfaction.
* Gained a thorough understanding of products and services to effectively resolve customer issues in a fast-paced changing environment.
* Maintained secure client information, including processing credit cards for storage and rental payments; handled equipment deliveries, balanced schedules, and provided cost estimates, as well as administered safety techniques.

**Dell EMC | *Project Manager & Coordinator | Professional Services*** 2015 – 2017

*Provided remote Recruit support to oversee the daily onboarding of project plans. Led the end-to-end project lifecycle, including defining scope, processes, schedules, reporting, forecasting, monitoring work, and deliverables. Served as the liaison between stakeholders, account and sales managers, and technical engineers.*

* Drove the project cycle to completion of contractual agreements by collaborating on initiating requests for gathering requirements and quotations.
* Prepared data reporting and managed the vendor processes and activities to effectively analyzed performance; provided real-time historical reporting on business unit trends.
* Created detailed reports from multiple data sources, including project, financial, vendor, and procurement management systems.
* Maintained project documentation by proactively communicating project status, issues, and risk management.
* Established database reporting and provided critical feedback; submitted budget proposals, tracked sales cycles, milestones, deliverables, and updated the delivery calendar.

**Unisys | *Senior Business Operations Manager | Contract Specialist*** 2012 – 2015

*Oversaw the operational onboarding and recruiting processes for new or rehired applications. Drove ongoing training and professional development to maintained high-performing teams. Managed daily business metrics and project resources. Leveraged project management methodologies to identify project resources and create project workflows.*

* Optimized business operations by developing and streamlining processes across the organization.
* Played a key role in meeting business goals by developing process maps, workflows, and business requirements; collaborated with project management to identify risk and improvement opportunities.
* Ensured budget alignment by conducting program financial services studies, developing presentations on budgets, and conducting comparative analysis on program spending.
* Improved customer focus, efficiency, accuracy, and effectiveness of business processes by effectively managing daily targeted data-driven analysis of business processes and improvement implementations.
* Properly documented and tracked all training for technicians, including webinars needed to maintained certifications; maintained technician awareness training and implemented best practices.

**Prior Experience**

**AT&T** | Senior Supply Chain Analyst 2009-2012

**Medical Staffing Network** | Regional Branch Office Administrator, Vendor Management 2005-2009

**Education & Professional Development**

George Washington University

**Bachelor of Science (BS) in Business Administration**

**Project Management Professional (PMP)**

**Six Sigma Green Belt**

Negotiating Skills & Creating Win-Win Situations Certificate

Contract Management & Procurement Training

High Impact Presentations & Leading Virtual Teams Training

Supply Chain Management (SCM) Training

Supplier Relationship Management (SRM) Training

Instructor-Led Training (ILT) Webinars, Classroom & Adult Learning

Learning Management Systems (LMS) Training

On-Demand Onboarding Training

ServiceNow Ticketing System Training (HR, Payroll, Marketing, Finance)

Financial Management Training (Measuring & Business Performance)

**Technical & Key Skills**

MS Office Suite (Word, Excel, PowerPoint, Outlook) | MS Project | Visio | SharePoint

Apttus | ServiceNow | Incorta | Salesforce | Work Breakdown Structure (WBS)

Customer Relationship Management (CRM) | Comparative Analysis

Request for Proposal (RFP) | Request for Quotation (RFQ) | Request for Information (RFI)