GABRIELLE KELLEY, PMP, CSM

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* ***An agile project manager*** and consultant proven to analyze, optimize and maximize business tools and technologies.
* ***An analytical powerhouse*** who leverages data visualization to communicate critical insights to non-technical users.
* ***A complex problem solver***who evaluates business performance and implements solutions that sustain long-term growth.

SUMMARY OF SKILLS

* Momentum
* SAP
* APEX
* PMBOK
* Salesforce
* Tableau
* JIRA
* Verint WFM
* Confluence
* SharePoint
* Oracle CRM
* Cisco Telephony
* Data Analytics
* Technical Writing
* Data Visualization
* Process Improvement

PROFESSIONAL EXPERIENCE

**Deloitte** **Millington, TN**

**Consultant 09/2019-Present**

Advise and influence the client (executive leadership of the Unites States Navy) on the MyNavy Career Contact Center platform functions and performance. Report out on monthly volume statistics and trends, case aging, and operational briefs. Regularly update RACI charts and SOPs, developing training materials for user distribution.

* Oversaw two high-value RFPs end to end, from conception, development, and final delivery.
* Introduced a new process, reducing case backlog 10% and increasing knowledgebase usage 35% within two months.
* Created real-time dashboards that empowered leaders to increase customer satisfaction 5% and track training items.
* Automated daily operations reporting with Salesforce Analytics, eliminating 15 hours per week of labor.
* Serve as the Reporting Lead for Salesforce CRM, holding over 20 trainings on reporting and dashboard utilities.
* Mentor a team of ten through new hire orientation, onboarding, and ongoing development.

**Gradkell Systems** **Millington, TN**

**Developer 04/2019-09/2019**

* Modernized Army Corp of Engineers financial management systems from local-based to web-based applications.
* Developed code utilizing APEX and SQL, enabling in-depth analytical reporting and customized dashboards.
* Owned the entire software development lifecycle from conception, development, testing, launch, and support.

**Gray Rock Consulting** **Arlington, VA**

**Program Analyst 08/2018-04/2019**

Created standard operating procedures, quality assurance check sheets, and information verification processes for the Office of Management and Budget (OMB), reducing revision rates by 10%. Increased monthly reporting transparency and accuracy.

* Served as the Capital Planning and Investment (CPIC) subject matter expert for Program Managers.
* Provided recommendations on cost-saving measures, including compliance with case submission requirements.
* Leveraged Oracle Primavera to develop a review process that eliminated human error and saved on monthly labor.

**CGI** **Washington, D.C.**

**Product Owner 05/2016-08/2018**

Served as a Product Owner and Interface Lead for the Army Contract Writing System, ensuring requirements were met with developers. Acted as a traveling Training Lead supporting the US Courts during the upgrade of the Momentum system.

* Incorporated agile methodologies to drive projects to an on-time completion within budget and scope requirements.
* Produced technical documentation, including metrics, network diagrams, SLAs, and interface control documents.
* Bridged the gap between technology and the business by translating technical information into easy-to-understand terms.

EDUCATION

**Bachelor of Science, Information Technology,** East Tennessee State University

CERTIFICATIONS

**Project Management Professional (PMP) –** The Project Management Institute, June 2021

**Project Management Institute Agile Certified Practitioner (PMI-ACP) –** Anticipated July 2021

**Certified Scrum Master; White and Yellow Belt Six Sigma Holder**