Professional Summary

Dedicated, detail oriented professional with 15 years of extensive experience in technical project management in consultative implementations, data migrations and managing client facing relationships. Experience includes leading Salesforce implementations, enhancements, overseeing configuration and migration of data. Excellent people, organizational, analytical and communication skills with all levels of an organization. Experienced in project change and risk mitigation. Focused on critical analysis, process improvement and project tracking to increase performance, KPI measurement and to complete project within scope, budget and ahead of schedule.

* Leading the initiation, planning and execution of Waterfall and Agile projects 98% ahead of schedule
* Management of scope, schedules, goals, deliverables, milestones and cost for assigned projects
* Directing all phases of SDLC to include risks, tasks, issues and escalations in a matrix organization
* Risk Identification, analysis, management mitigation and discussion skills
* Strong communication and consultation of all B2B strategy, goals and best practices
* Client facing interviewing to gather stakeholder requirements, UAT results, QA testing in staging and production
* Training end users, providing support, mediation and project governance
* Project tracking, reporting and communication to various stakeholders to increase project performance

Skills Summary

Specialties: MS Project, Visio, Azure, TFS, Salesforce, SharePoint, Outlook AD, Work Front, Rally, Confluence & Jira

Professional Experience

Access Global Solutions January 2020 – Present

*Salesforce Project Manager/Agile*

* Directing Salesforce Service, Sales and Marketing cloud customizations
* Partners with Salesforce, IT, vendors, on shore and off shore developers to implement contract obligation
* Presentation of weekly dashboard to clients to show achievements, project plans, issues, risks and decisions
* Oversee developers, business analysts to ensure team assignments are delivered and workload is balanced
* Forecasts and estimates project schedules, level of effort and costs weekly
* Gathers requirements from the business and experts to oversee design, development and execution
* Conducts user acceptance testing for quality, functionality, regression performance integration and no waste
* Manages SOW, Change Orders, Project plans, for several clients

Robert Half June 2019 – October 2018

*Salesforce Project Manager/Waterfall & Agile*

* Directed Salesforce data migration to a new Salesforce platform and improving business efficiencies for CPQ
* Partnered with Salesforce, IT, 3rd party vendors and leadership to manage contracts and implementation
* Managed and present weekly leadership dashboard to show achievements, project plans, issues, risks and decisions
* Managed team assignments and balances workload in a deadline driven environment
* Forecast and estimated project schedules, level of effort and costs weekly
* Gathered requirements from the business and experts to oversee design, development and execution
* Conduct user acceptance testing for quality, functionality, regression performance integration and no waste
* Documented project charter, project plan, RACI, RAID, stakeholders, risks, milestones, dashboards and minutes

 Futurewave August 2018 – June 2019

*Project Manager II - Agile/Scrum (contractor)*

* Delivered strategic objectives of customizing project solutions cross functionally in a matrix organization
* Initiated, planned, executed and implemented customizations for Henry (Salesforce) Platform for Risk & Safety
* Gathered requirements from various business units for owner officer efficiency and locations cleanup
* Gathered requirements and implementation of Cloud Solutions to improve business efficiencies
* Partnered with senior management to implement strategic plans, new services and to manage escalations
* Documentation of the business needs and providing updates on critical metrics with accuracy
* Trained 400 clients to utilize software solution per OSHA recommendations

 PBB Enterprises, Inc. October 2017 – August 2018

*Project Manager – Agile/Scrum (business owner)*

* Elicit, analyze, specify and validate the business needs of stakeholders using Agile/Scrum strategies
* Build rapport while interviewing stakeholders to gather requirements to determine solutions and define scope
* Salesforce implementation for insurance replacement relationships, resources and to manager pipeline
* Overcome obstacles through understanding of KPI’s and demonstrates aptitude to lead change initiatives.

 Beacon Hill March 2017 – October 2017

*Technical Project Manager - Agile/Scrum (contractor)*

* Managed the design, development, implementation, testing, deployment, maintenance and support of Southeastrans .NET Portals as well as mobile and appointment reminder applications 100% ahead of schedule
* Upgraded existing call center IVR to notify members of the new .Net Portals and customer satisfaction surveys
* Management of business intelligence requests for Big Data and data warehouse data for various insurance vendors using SQL reporting to include running Scrum meetings daily
* Wrote, communicated and managed functional specifications for .Net developments using Agile methodology
* Risk management planning, analysis, identification and contingency planning for .Net portals and implementation
* Management of Iterations, sprints releases and story boarding SaaS and Cloud projects

EBIX INC. October 2015 – March 2017

*Implementations Project Manager - Waterfall & Agile*

* Gathered requirements from 60+ Accounts to implement, test, deploy, maintain and support of the Benergy Software solutions while closing projects 90% ahead of schedule using waterfall and Agile methodology
* Client facing manager responsible for directing team to execute tasks and customization of SaaS (Benergy)
* Led developers, QA testers and business analysts through SDLC on all SaaS projects
* Managed Project Charter, Scope, Statement of Work (SOW and change control process)
* Developed, managed documentation of procedures, monitored progress and oversight of 60 + .Net sites

The LaTasha Burton Agency April 2011 – October 2015

*Agency Owner*

* Responsible for the day to day management of a $3M project portfolio for 300+ clients
* Managed and trained staff to present financial analysis to potential clients, negotiate and close sales opportunities
* Educated clients with an effort to assist them in product knowledge for retirement, manage risks and escalations
* Implementation of Salesforce platform to manage relationships and penetrate accounts

Verizon Wireless – Alpharetta, GA May 2006 – April 2011

*National Accounts Project Manager*

* Managed a team of 12 project managers with a $12.5 million-dollar B2B portfolio
* Monitoring strategic plan development in billing software
* Served as SME for Salesforce implementation in addition to assisting clients in training and adoption
* Strong risk management and offset of day to day escalations
* Achieved 98% NPS on self-serve utilization project with billing software project
* Coached/motivated team to meet client deliverables, to partner cross functionally for the overall health of projects

Education

**Mercer University -** B.B.A. – Business Management, May 2003 Dean Listed 2002 – 2003

Certifications/Trainings

* The Management Academy - Project Management Exam Prep, May 2019
* University of Notre Dame Leadership Certificates, Executive Leadership Strategies, Effective Leadership, Leading Teams, Management and Organizations, May 2010

Awards

* 2016 Top Project Manager 2012 Agency Excellence Award 2010 Director’s Cup recipient
* 2008 Winner’s Circle 2007 - 2008 17 Account Manager Awards 2007 Top BSC Account Manager