

Project Manager

Diligent and certified project management professional with proven success in delivering complex technology projects while functioning in demanding and high-pressure environments.

Well-versed in planning, executing, and spearheading multiple complex projects simultaneously from inception to successful completion within stringent time and budgetary constraints. Demonstrated expertise in consistently surpassing SLA targets to ensure exceptional service delivery in IT projects. Instrumental in optimizing processes, collaborating with cross-functional teams, stakeholders, and clients, and ensuring high-quality deliverables to drive project success. Proactive specialist; skilled in identifying and resolving project issues to minimize downtime and maximize productivity. Eloquent communicator with exceptional interpersonal skills to develop and retain relationships with clients, key stakeholders, and executive leadership.

Areas of Expertise

- Project Management
- Strategic Planning & Execution
- Issue Identification & Resolution
- Regulatory Compliance
- Team Leadership & Training
- Cross-Functional Collaboration
- Risk Assessment & Mitigation
- Customer Service & Satisfaction
- Client Relationship Management

Career Experience

Mindful by Medallia – Orlando, FL (Remote)

2022 to Present

Project Manager, Implementation

Ensure optimal teamwork and synergy by customizing project teams to align with each project's unique scopes, goals, and deliverables. Maintain vigilant project monitoring and collaborate proactively with product teams to resolve issues while establishing a track record of successful risk mitigation. Mentor and train coworkers consistently on processes and tools aimed at driving overall team proficiency and efficiency.

Key Contributions:

- Prepared client teams proactively for successful project engagement to ensure seamless implementation.
- Achieved fastening delivery times and increasing client satisfaction by innovating and streamlining the SAAS implementation of the flagship product Mindful Callback.
- Led and executed SAAS projects for 20+ Fortune 500 companies successfully while positively influencing decision-making processes and strengthening client relationships.
- Spearheaded the adoption of Adobe Workfront, a time tracking and project management tool, by training a team of 20 professionals, resulting in significant reductions in project delivery times.

Comcast Business – Philadelphia, PA (Hybrid)

2021 to 2022

Project Manager, Business Enterprise

Facilitated new customer onboarding by developing introductory materials for billing and payment systems to clinch a smooth transition for clients. Ensured financial accuracy and compliance by steering comprehensive internal reports to meticulously monitor and manage open disputes, account credits, back-dated charges, audit findings, and various financial aspects.

Ofir Afenzar

Key Contributions:

- Enabled seamless transitions and ensured business continuity by conducting hundreds of account ownership transfers.
- Enhanced billing accuracy and eliminated discrepancies by identifying and rectifying process gaps and redundancies while conducting rigorous root-cause analysis.
- Pioneered the creation of the Enterprise Renewals process for the Account Audit Team, resulting in significant improvements in Service Level Agreements (SLAs), enhanced client relationships, and the timely processing of account credits.

Apple - Philadelphia, PA (Hybrid)

2018 to 2021

Project Manager, Technology & Merchandising

Collaborated with management team and store staff to prioritize store projects by showcasing strategic project planning skills. Streamlined the New Product Introduction process aimed at reducing store staff overtime and enhancing the customer experience. Steered processes associated with managing the Store Network Upgrade Project, resulting in improved network health and speed, ultimately enhancing the customer experience.

Key Contributions:

- Digitized forms and reduced paper usage to improve internal store processes and minimize environmental impact.
- Drove store's success by leading cross-functional teams in successfully executing store visual resets during new product launches and marketing changes.
- Improved overall team performance by conducting training sessions, demos, and presentations to educate store teams on Apple brand standards and culture.

Additional Experience

Maps Analyst Corporate Internship | Apple - Philadelphia, PA

Education & Certification

Certification of Project Management Professional (PMP)® | Project Management Institute

Bachelor of Arts in Psychology | Temple University - Philadelphia, PA

Technical Proficiencies

Adobe Workfront | Smartsheet | Salesforce