

# Senior Project Manager

**Project Management ~ Financial Analysis ~ Data Analysis ~ Quality Assurance**

**Business Analysis ~ Training/Education ~ Engineering ~ Systems Analysis**

- Repeated success in spearheading, prioritizing, and driving cross-functional projects from scoping to delivery using Waterfall and Agile SDLC methodologies working with Scope, Schedule, Cost, Quality, Risk and Resource constraints.
- Fluent with the creation and use of project requirements, deliverables, use cases, workflows, process flow diagrams, test plans, test cases and issue logs.
- PM Experience includes IT Infrastructure, SaaS, Enterprise Security, Consumer Electronics environments
- Excels at creating solutions and cultivating positive relationships with suppliers, clients, and other stakeholders.
- Adept at assessing/mitigating risks, managing QA testing, and implementing robust business processes.
- Persuasive negotiator with a proven track record of securing and revitalizing multimillion-dollar contracts.
- Fluent with a broad range of software applications in multiple domains; quick to grasp and master new applications.

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## Areas of Expertise

- Project Planning & Execution
- Customer / Vendor Management
- Requirements Definition & Mgmt
- Risk Assessment & Mitigation
- Business Acumen & Experience
- Software Development Lifecycle
- Quality Assurance & Control
- Stakeholder Engagement
- Data Analysis / Trend Identification
- Budgeting, ROI Optimization
- Collaborative / Consensus-Building
- Presentation Creation & Delivery

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## Career Experience

**Senior Project Manager/Operations, Silicon Valley Real Estate Investment Partners, CA** **10/2016 – Present**

- Created/managed real estate projects from acquisition to disposition with a team of 4.
- Generated over 80% annual ROI investing in real estate.
- Conducted research and financial analysis to determine the viability of prospective deals.
- Negotiated with property owners, partners, and vendors.
- Remotely managed multiple investment projects from acquisition to divestment in several states.
- Setup and maintained accounting processes for new business.
- Setup and utilized CRM system for customer contact, contact tracking, and marketing communications increasing event attendance by 70%.
- Created and managed several websites for marketing services and delivering online courses increasing business opportunities and customer base by 10%.
- Recorded & streamed live trainings and edited for web publishing.

**Senior Project Manager, Quantum Secure, Inc., San Jose, CA** **9/2012 – 5/2016**

- Spearheaded and steered complex, customer-facing, enterprise-level, identity & authentication software implementation projects worth \$300K from conception to completion using knowledge of SDLC, Waterfall, and Agile methodologies as well as Project Management, Microsoft Project, stakeholder management, customer relations, leadership, collaboration, and software technology, delivering ~3-5 software installations per quarter.

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- Facilitated ~10 product installations per year by prioritizing & resolving issues, conducting testing and creating user and project documentation using knowledge of databases, programming, and computer technology, data analysis, quality assurance testing, interpersonal relationships, and language skills.
- Fostered lucrative relationships with stakeholders at all levels for a wide customer base using skills and knowledge of interpersonal relationships, stakeholder management, and team leadership.
- Cultivated strategic partnerships with different organizational units, including sales, development, quality assurance, and support to achieve collective goals using interpersonal-relationship and networking skills as well as technical knowledge and insight.

**Senior IT Project Manager, Cisco Systems, Inc., San Jose, CA**

**5/2006 – 8/2011**

- Optimized for SaaS cloud applications serving 5000+ organizations in over 100 countries by leading a series of IT waterfall and agile projects providing continual product improvement for our end-user customers.
- Provided change management leadership in replacing our platform with mobile & new backend technologies.
- Collaborated closely with IT and business analysts and managers streamlining the requirement process and delivering cost-effective solutions & remarkable user experience for end-users.
- Orchestrated the implementation of Akamai & Gomez ASP services using knowledge of telecommunications, cloud services, collaboration, and vendor management, resulting in a ~40% improved cloud delivery performance.
- Resolved critical, cloud-delivery, performance issue through detailed data analysis using knowledge of telecommunications, Excel macros, team leadership, and collaboration restoring optimal performance.
- Revitalized unsuccessful contract negotiations leading to new contracts between Cisco and Akamai using knowledge of negotiation, relationships, and collaboration, enabling our team to improve delivery performance.
- Slashed critical issues by 10% through effective coordination of pilot efforts aimed at developing end-to-end performance KPI dashboards used by IT support & business.
- Realized incremental revenues of \$3.2M by directing workflow for collaborative team monetizing services.

**Financial Analyst, Cisco Systems, Inc. (via Digital-X), San Jose, CA**

**08/2005 – 04/2006**

- Conducted in-depth financial analysis for feasibility study for monetizing intellectual property using knowledge of conceptual and financial modeling, business finance, Microsoft Excel, and Visual Basic resulting in net revenue generation of \$200M with break-even in the third year.
- Delivered a wide range of other financial analysis tasks and projects.

**Project Manager, Creativity, Inc., San Carlos, CA**

**04/2002 – 01/2005**

- Managed the entire product development lifecycle for over 30 projects for our largest client, elevating revenue from \$600K to \$2.2M within 3 years by successfully leading a high-performing team that grew from 8 at startup to 15 using knowledge of project management, interpersonal relationships, and team building.
- Maximized client's confidence and expectations as well as business success for Creativity using knowledge of stakeholder management, communications, interpersonal relationships, and on-time delivery resulting in a strong strategic partnership with their development team and management.
- Increased efficiency by 30% through process standardization and tool implementation.

**Project Manager, The New Internet Computer Company, San Francisco, CA**

**10/2000 – 03/2002**

- Managed all product development tasks for the company.
- Collaborated with vendors, contractors and clients improving relationships, communication and fulfillment.
- Implemented process improvements in product customization of software, CDs, manuals and fulfillment resulting in 20% efficiency improvement.
- Reduced inventory costs and fulfillment errors by overseeing Taiwanese contractors' management of inventory, assembly process and order fulfillment resulting in roughly \$20,000 savings.

- Improved product and customer satisfaction by managing hardware & software version lifecycles including product design, development, quality assurance and release.
- Improved internal processes with Operations, Sales and Marketing and Customer Service.

**Producer – Engineering Program Manager – QA/Release Manager, eMind.com, Los Angeles, CA 01/1999 – 10/2000**

- Produced 10 online courses working with authors and illustrators.
- Trained and managed new producers as the company expanded.
- Led and managed team of 8 direct reports including QA engineers and testers; created test plans.
- Managed various third-party vendors and contractors.
- Developed web content layout and styles & software build processes for adding new courses.
- Improved processes and developed procedures for course management, Customer Service requests, technical integration of existing courses, cost containment, QA testing & product release.

**Senior Systems Engineer, TRW, Sunnyvale, CA**

- 2 years as technical liaison at customer site as part of multi-company, large system integration effort.
- Performed data analysis of telecommunication signals using computer, analog and visual techniques.
- Managed and performed analysis with a relational database.
- Designed, installed, tested and repaired electronic/computer hardware and software.
- Delivered software design project including code review and revision.

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### Education & Certification

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**Master of Business Administration (MBA)**

Santa Clara University, Santa Clara, CA (GPA: 3.35)

**Master of Arts – Education**

Stanford University, Stanford, CA (GPA: 3.99)

**Master of Science - Systems Science**

San Jose State University, San Jose, CA (GPA: 3.91)

**Bachelor of Science - Electrical Engineering**

University of California, Santa Barbara, CA (GPA: 3.19)

**Scrum Master**

Scrum Alliance (000079512)

**Associates Certificate, Project Management (PMBOK)**

George Washington University, DC

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### Technical Proficiencies

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- Project Management Software: Microsoft Project, Jira, Confluence, GitHub, Trello, Slack, Ontraport, Zoom, MS Excel, MS Word, MD Access, MS PowerPoint
- Waterfall, Agile (Scrum) Methodologies
- Advanced Excel including macros
- Computer Hardware and Programming
- Local Area Networking | Website Development
- Audio/Video Editing | Adobe Photoshop
- QuickBooks

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### Personal Skills

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- Strong analysis, problem-solving & critical thinking skills
- Outstanding quantitative / qualitative analytical skills
- Communicates clearly and proactively
- Initiative-taking ~ Detail-oriented ~ Action-oriented

- Excellent written and verbal communication skills
- Self-motivated ~ Independent thinker
- Superb documentation and presentation skills
- Excellent people skills
- Strong time management, prioritization, organizational skills
- Flexible, effective collaborator
- Continual learner

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### Community Involvement

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- Morgan Hill Parks and Recreation Commission
- Cisco Diversity and Inclusion Committee
- Morgan Hill Library, Arts and Culture Commission
- Live Oak FFA Boosters (Finance Officer)
- VTA Bicycle and Pedestrian Advisory Committee
- Child Advocates of Silicon Valley
- Wildlife Education and Rehabilitation Center
- Habitat for Humanity (Local in Guatemala)
- Board of Directors for Leadership Morgan Hill