CONTACT

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📍 Charlotte, North Carolina

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SKILLS

- Project Management - Waterfall, PPM, Agile and PRINCE2
- Business Requirements, Process Mapping, Documentation, TFS
- Leadership and Stakeholder Management
- PM, BA, PO, CRM and ScrumMaster experience
- Attention to detail
- Salesforce, CPQ, SharePoint, GDPR, Finance Systems, Telecommunications

KEY ACHIEVEMENTS

Sat Appointment Quote Tool made an additional 4 mIllion Sales per Annum

Lead Allocation Implementation - made 400k Sales per Annum

Client Documentation SmartForm Saving of 360k per Annum

SAP Replacement 30k Saving per Annum

CERTIFICATIONS

Certified Scrum Master
2017-10-24
QA

PRINC2 Foundation
2012-07-23
ILX Group

EDUCATION

Masters in Information Technology
Sep 1993 - Jul 1998
San Jose State University

Mary Jessica

SALESFORCE CRM & PROJECT MANAGER

SUMMARY

Highly accomplished with a verifiable track record of managing projects and exceeding expectations. Extensive experience in managing projects through to completion, gathering business requirements and designing process and system improvements to increase productivity, gain revenue and reduce costs.

Strong interpersonal skills, highly adept at diplomatically facilitating discussions and negotiations with stakeholders, with a high attention to detail. Self-motivated with a strong analytical mind, alongside the ability to recognise and develop innovative strategies, plus displaying personal drive and a passion for delivering excellent customer and stakeholder satisfaction.

EXPERIENCE

Salesforce CRM & Project Manager - IT   Mar 2019 - Present
Vaicom Business Services

- Manage technically complex Salesforce deliveries including, design, build, integration and deployment. Lead a team of 22 to include Technical Lead, Architect, BA, QA, Administrators and Developers across 4 UK sites.
- Responsible for 3 Salesforce Sales Cloud Orgs in Classic and Lightning for 5 Group Businesses with 700 users in the UK.
- Ownership of all Project Management activities; Project Plan, RAID, BRD, Roadmaps and project and running costs.
- Manage Salesforce change requests, including resource estimates, stakeholder management and implementation process.
- Responsible for all aspects of the product backlog, EPICS/Features and prioritising/refining the backlog, removing blockers.
- Provide weekly updates and reporting to Company Founder and C level stakeholders.
- Built strong relationships throughout the organisation and have developed a comprehensive understanding of business processes and customer journeys.

Lead Business Analyst - IT   Mar 2017 - Mar 2019
Vaicom Business Services

- Using Agile Methodology to design, develop and maintain complex and bespoke options for new and existing software applications.
- Deliver software products for multiple members of the Peninsula Group to drive customer success and increase revenue.
- Responsible for managing a team of Business Analysts. Accountable for the output of projects worked on by seven software delivery teams, keeping them on track for delivery.
- Meet weekly with the Group Director to update on project progress. Work closely with C Level stakeholders.
- Responsible for providing strategic roadmaps.
- Ensure Business Analysts adhere to the Agile principles and remove any blockers/mitigate any risks for the development teams.
- Work closely with the Lead Quality Assurance Manager and Development Managers.

Business Analyst (Salesforce & SharePoint) - IT   May 2016 - May 2017
Vaicom Business Services

- Responsible for managing the product backlog, sprint retrospectives and sprint planning, monitor burn down to track capacity, trend and remaining work for each sprint using TFS.
- Documentation of business requirement translating into user stories.
- Working closely with Developers, QA's, UX and Product Owners, responsible for

documenting business process, use cases, acceptance tests, workflows and suggesting improvements.
- Participate in the development of test plans, working closely with both the business and QA's to coordinate testing schedules, managing defects and bugs where applicable.
- Provide project updates and reporting.

Customer Contact Change Delivery Manager   Mar 2015 - May 2016
Amaze Media Mobile

- Using the Waterfall framework to deliver technology change and new products/propositions into contact centres.
- Responsibility in all phases of the project from initiation through the full product lifecycle before hand off.
- Managed daily aspects of the project including, process definition, facilitating meetings, gathering business requirements, issue management, user acceptance testing, vendor management, training, fault management and other project deliverables.
- Consistent deployment methodology ensuring project or initiative conforms to relevant governance, including all supporting documentation.
- Worked with different work stream leads to create flows and develop requirements and other artifacts.
- Accountable for delivery of budget commitments of project and initiatives as defined in the scoping phase.

Take to Market Consultant -- Sales & Service PM   Feb 2010 - Mar 2013
Mexico Telefonica

- Responsible for the customer experience, ensuring the user has the right tools to do their job on customer contact, regardless of channel. Responsible for the design, delivery and execution of projects, products and propositions, across sales and service for mobile, financial and health.
- Leading the change for 6,700 users into 17 contact centres, 450 retail stores Inc. franchise and partners, third parties, on and offshore.
- Responsible for sign off for marketing material, TV primetime adverts and magazine articles ensuring the company reputation is protected at all times.
- Deliver complex concurrent cross functional change projects using project and portfolio management, following the Waterfall framework.
- Gathering requirements, manage cost, scope and dependencies identifying, assessing and managing risks to the success of the project.
- Completion of impact assessments, user journeys, work packages and work streams. Create comms, run workshops and manage roadshows across the UK for product awareness and launch.
- Sign off for every customer touch point and tools used to allow the maximum customer experience output.

PROJECTS

Salesforce - Vaicom Business Services
Croner-i Acquisition - SAP Replacement using CPQ, DocuSign Integration, Pass Back to BST, Org Transformation, Removal of Technical Debt and Readiness for Lightning, Quote Proposal Tool, Lead Allocation, Log a Call, Orgit Financial Replacement Invoices, Pricebooks and Product Additions, Object Reviews, Data Enrichment, Duplicate Management, Lead Insert Review, Move to Lightning, Data Migations, Data Syncs and System Integrations.

Vaicom Business Services; Other:
GDPR Implementation, Advice Letter Generator, SharePoint SmartForm, Intranet Replacement, SuccessFlow Workflow Management System, SharePoint Department Portals.

Jvon Media:
NICE Payment System ReD Integration, High Usage Data Campaign, Simplifying Non Geographical Numbers, Freestyle Rollout, Price Rise RPI, 118180, Samsung S6, Wifi Buddy, MMS Emoji Charging.

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Auto Top-Up, $50 Voucher, Web Daily $1, Ant Wallet, Web 50 Bolt-On, Health Alcatel Device, Change of Mind Policy, Student Campaign.