

Summary

Servant leader with in-depth experience leading cross-functional teams using versatile skill sets that includes customer service, finance, technology, leadership and administration. Expertise in capital and operational oversight, risk mitigation, and resource optimization to deliver high value business outcomes. Resourceful and adaptable self-starter known for remaining calm and working well under pressure while staying organized.

Skills

- Project Planning & Execution
- Quality Control & Risk Management
- Budget & Resource Management
- Process Improvement
- Analysis & Problem Solving
- Team Building
- Stakeholder Management
- Cross-Functional Collaboration

Professional Experience

Project Manager, III - *GCI Communication*, Anchorage, AK

Aug 2023 - Present

Drove the success of client service delivery projects. Recognized for mentoring fellow project managers, strategic planning, resource management, and precise project execution. Proficient in coordinating supply chain resources to align with business requirements, ensuring timely and cost-effective delivery. Designated as the main project manager for multiple key clients.

- Led the delivery of multiple project initiatives, elevating services and enhancing customer satisfaction.
- Developed and applied a practical understanding of client requirements, integrating project management concepts, practices, and methodologies throughout the project lifecycle.
- Established and maintained effective relationships with internal and external stakeholders to foster collaboration and manage expectations that contributed to successful project outcomes.
- Oversaw the purchasing, procurement, and provisioning processes, coordinated logistics, and developed Scope of Work (SOW) for subcontractors.
- Utilized critical thinking for project management duties, including requirements assessment, scope building, cost estimation, budgeting, scheduling, risk management, and documentation.
- Provide strategic leadership by offering insights and recommendations to senior leaders to allow more efficient delivery.
- Identified interdependencies across programs and resolved resource conflicts through capacity planning and prioritization.

Senior Project Manager - *ESS Support Services*, Anchorage, AK

Aug 2009 - Feb 2023

Oversaw day-to-day operations and managed multiple projects simultaneously. Balanced the needs and goals of both roles to achieve successful outcomes. Managed teams, resources and budgets to drive business growth and meet project objectives. Oversaw on-site technology and installation of new systems. Developed and negotiated contracts with clients.

- Held advancing positions from Assistant Project Manager to Project Manager, and then Senior Project Manager by achieving consistent results and delivering on company goals
- Managed several multimillion-dollar per year contracts and achieved results that outperformed budgets, were within schedule and satisfied client expectations.
- Coordinated rollout of Lean Six Sigma program, resulting in customized solutions and processes that increased efficiencies across district.
- Built and motivated high-performing teams through training, mentoring and coaching, leading to improved employee engagement and culture of continuous improvement.
- Maintained oversight of accounting responsibilities of multiple locations, ensuring budgets and KPIs were met.
- Enhanced quality assurance and boosted customer satisfaction by conducting QA program verification at various locations.
- Mentored and developed team leaders to meet long-term strategic targets and departmental goals.

Project Coordinator - CH2M, Anchorage, AK

Aug 2014 - Mar 2015

Created task orders to ensure compliance with project requirements. Maintained field office records and tracked all deliverables. Administered SharePoint site.

- Produced manuals and instructions, facilitating efficient project management.
- Drove on-time project delivery and improved stakeholder confidence by monitoring project progress and providing regular updates on status, milestones and deliverables.
- Supported project team members by providing guidance, resources and assistance as needed.

Additional Experience**Office Manager - H&R Block, Anchorage, AK**

Nov 2008 - Apr 2009

Operated office of 15 employees and managed scheduling. Prepared taxes and assisted the team with completing tax returns. Audited tax returns for compliance and quality. Handled nightly cash deposits and ensured financial accuracy. Collaborated with tax professionals to provide exceptional client service and maximize client retention and referrals. Monitored office performance and productivity, identified areas for improvement and implemented corrective actions as needed.

Onboard Trainer - HAP Alaska (Rail Division), Anchorage, AK

Apr 2007 - Aug 2009

Directed 168 employees and trained new team members on SOPs. Ensured all employees followed proper health and safety procedures. Assisted Onboard Manager and guests with needs. Tracked food waste and developed strategies to reduce waste. Assessed training needs and identified areas for improvement to ensure team members were well-equipped to deliver exceptional customer service. Provided on-the-job coaching and support to staff and evaluated performance.

Education

- **Bachelor of Business, IT Management**, *Western Governors University*
- **Associate of Computer Occupational Technology**, *Mott Community College*

Certifications

- **Project Management Professional (PMP)**, *Project Management Institute*
- **Lean Six Sigma Black Belt (LSSBB)**, *Council for Six Sigma Certification*
- **Professional Scrum Master I (PSM I)**, *Scrum.org*
- **Harvard ManageMentor**, *Harvard Business Review*

Technical Skills

- Project Management Tools: Microsoft Project, Smartsheets and Jira
- Applications: Microsoft 365 Office Suite, Microsoft Visio, Microsoft Access
- Utilizing Macros, Vlook-ups, and Pivot tables to automate job processes
- Management Accounting Systems (proprietary)
- Time Management Systems (proprietary)
- Management and KPI Dashboards (proprietary)

Awards & Honors

- Lean Six Sigma Manager of the Year, ESS Support Services, 2017
- Regional & National Manager of the Year, ESS Support Services, 2012