

Professional Overview

- Accomplished and skilled project manager with 3 years in insurance and financial services
- 1 year in operations coordination and support in e-commerce
- Proven success in quality control (QC) and quality assurance (QA)
- Direct profit and loss (P&L) responsibility
- Experienced in program, project, and relationship management
- Proven success in product implementation and performance evaluation
- Currently pursuing a Project Management Professional (PMP) certification

Technical Skills

MS Excel	MS SharePoint	Multiple Windows Platforms
MS Outlook	HTML	Mac OS X
MS Access	Salesforce.com (SFDC)	Linux/Ubuntu
MS Project		
MS Visio		

Professional Experience

WhaleShark Media, Inc. 2011 – Present
Operations/Merchandising Coordinator Austin, TX

- Research competitor and merchant sites to create incentivized offers
- Utilize key metrics reporting to analyze and optimize offer performance
- Optimize work-flow process to maximize targeted metrics
- Ensure quality assurance of outsourced operations

CMC Americas, Inc. 2010 – 2011
Data Analyst Austin, TX

- Researched, analyzed, and created reports on mergers and acquisitions data
- Executed migration of data storage system from MS Excel to Bloomberg terminal software
- Monitored and optimized data entry metrics
- Calibrated quality assurance and quality control measurements to reduce backlogging
- Project resulted in 28% increased production and exposed sales opportunities in private equity and venture capitalism in addition to existing market of mergers & acquisitions

Farmers Insurance Group 2007 – 2010
Sales Director Austin, TX

- Implemented new corporate products into sales pipelines across appropriate channels for delivery to clients
- Established foundation in emerging markets consisting primarily of immigrants and first-generation Americans
- Administered and regulated sales execution practices
- Provided progressive budget and production performance reports to agency stakeholders
- Production Award achieved in June 2008 for exceeding 100 Production Count, an increase of 35% over monthly average career production

Education

The University of Texas at Austin Austin, TX
 Bachelor of Arts – Asian Cultures & Languages: Chinese (College of Liberal Arts) 2006
 Business Foundations Certification (Red McCombs School of Business) 2006

Consulting Solutions.Net

Austin, TX

Project Management Profession Certification Program

2011

Memberships & Affiliations

Project Management Institute (PMI) – Austin Chapter

Alpha Phi Omega National Service Fraternity