

CANDIDATE RESUME

PROFESSIONAL SUMMARY

7 years experience in the Resource Management Professional Services field.
Salesforce and Microsoft Dynamics CRM and NetSuite Open Air admin user and on a year-long implementation project for PSA transformation.
Extremely organized and results-oriented.
Passion for people and process, along with a certification as a Resource Management Certified Professional (RMCP)[®], maximizing utilization and project profitability.

PROFESSIONAL EXPERIENCE

DIRECTOR OF OPERATIONS

2018 - 2020

- Recruited, trained and supervised a team of 20 direct reports.
- Budgeted for annual training of staff, planned capacity, and oversaw delivery quality through weekly Red/Amber project reviews.
- Formulated strategic and operational objectives to improve efficiency of day-to-day staffing activities such as overhauling reports and application fields in views in NetSuite Open Air system.
- Examined financial data and used it to improve profitability of each project and resource assigned.
- Identified ways to increase quality of customer services including surveying and analyzing customer and project manager feedback at the completion of each project.

RESOURCE MANAGER

2013 - 2018

- Performed resource planning and allocation for 400 resources based on skills, experience, availability and project budget.
- Delivered successful 12-month project transitioning PSA systems as a Resource Management representative in a cross-functional, global business team.
- Supported project managers in ongoing resource management efforts, correcting employee overutilization, providing a change of resource or additional resources as necessary, and balancing uneven workloads.
- Delivered presentations to executive leadership on capacity, skills gaps, and training initiatives in Quarterly Business Reviews which resulted in adjustments to business strategy and revenue stability.
- Represented the company on a multi-company speaking panel at the RMI Symposium as a leader in the Resource Management profession.

RESOURCE COORDINATOR

2004 - 2013

- Lead collaborative product engineering discussions, coordinated action items, and team deliverables designating roles and responsibilities to team members.
- Learned and implemented SharePoint sites for the project teams and backed up data.
- Prepared financial statements, reports, memos, invoices, letters and other documents.
- Coordinated multiple projects with competing deadlines, navigating internal infrastructure and employing corporate culture and operational knowledge to overcome challenges and advance project goals for team of 20 tax professionals.

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| EDUCATION | VANGUARD UNIVERSITY OF SOUTHERN CALIFORNIA | 2002 |
| | Bachelor of Business Management | |
| | RESOURCE MANAGEMENT INSTITUTE | 2014 |
| | Resource Management Certified Professional | |

- SKILLS**
- RMCP Certified
 - Microsoft Teams
 - Slack
 - Zoom
 - Microsoft Project
 - Microsoft, SharePoint
 - Microsoft Vision
 - Microsoft Dynamics
 - Microsoft Office Suite
 - Salesforce CRM
 - ITBM Resource Management
 - Tableau
 - Apple MacOS
 - Windows OS
 - NetSuite Open Air
 - Resource allocation
 - Capacity planning
 - People management
 - Virtual team leadership
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