

Vanessa Williams
Phoenix, AZ
renawilliams0206@gmail.com
+1 520 634 7798

Project manager with 5 years of experience leading and managing complex projects from initiation to closure, achieving a 95% project success rate. Skilled in implementing project management methodologies, fostering stakeholder relationships, and driving project success. Demonstrated ability to manage project scope, schedule, and budget while ensuring high-quality deliverables. Completed 135 hours of professional training in project management. IT background in resolving technical issues and improving operational efficiency. Anticipated college graduation in Fall 2024. Please check out my website vanessawilliams.net.

Skills

Project Management: Agile & Waterfall Methodologies, Trello, Asana, Jira, Project Planning, Budgeting, Risk Management, Contingency Planning, Quality Management, Project Implementation, Meeting Facilitation

Technical Skills: Microsoft Office Suite, Google Suite, HTML, CSS, WordPress, Adobe Creative Suite

Soft Skills: Adaptability, Communication, Time Management, Team Management, Conflict Management, Leadership, Organization, Self-Motivation, Sales

Work Experience

Project Manager

Lucent Multimedia-Phoenix, AZ

November 2018 to June 2024

- Led the end-to-end project management of website development, VR, and mobile application projects, achieving a 95% success rate.
- Utilized PMP methodologies to manage project lifecycle, ensuring projects were completed on time and within budget.
- Coordinated cross-functional teams of up to 20 members, enhancing collaboration and project outcomes.

Claims Associate

State Farm-Phoenix, AZ

October 2023 to May 2024

- Handled incoming calls from policyholders, documenting claims and account details accurately within specified timeframes.
- Provided exceptional customer service, ensuring clear communication and timely resolution.
- Collaborated with claims adjusters to streamline information flow and process efficiency.

IT Customer Service and Sales Representative

Asurion-Phoenix, AZ

October 2017 to January 2019

- Consistently exceeded daily customer service metrics, including an average call handling time of six minutes and a customer satisfaction rate of 90%.
- Proactively identified and resolved technical issues for customers, resulting in a 15% increase in first call resolution rate.
- Consistently met or exceeded sales targets for device insurance, warranties, and support services, resulting in an average monthly sales increase of 10%.

IT Analyst Intern

Partners MGU-Phoenix, AZ

June 2017 to October 2017

- Deployed Microsoft AD and Intune, ensuring seamless integration and operational efficiency.
- Set up system settings for new hires, supporting smooth onboarding processes.
- Assisted in IT project implementation, providing support in planning, execution, and monitoring phases.

Education

Associate's degree

Chandler-Gilbert College

November 2018 to October 2024

Awards/Certifications

- | | |
|--|---|
| • PMP Certified through PMI Online Class | • First Place Business Pitch Winner, Chandler-Gilbert |
| • Google Project Management Certificate | • Top Ten Business Pitch Winner (District) |
| • Web Design/Development Certificate | • Top Sales & Appy Download |
| • Google Ads Certification | |
| • Graphic Design & Adobe Animations | |

Testimonial

"Vanessa created a business website for me that is visually stunning, user-friendly, and easy to navigate. She was patient and professional throughout the process. She communicated with me each step of the way and provided solutions to ensure site visitors would have a wonderful experience. I also appreciated Vanessa's hands-on approach. I felt like the success of my business was as much of a priority for her as it was for me. I wholeheartedly recommend her services for anyone looking to take their business to the next level."

— Cindy B., Facts Writing

Links

- [Personal Website](#)
- [VR Application on Oculus](#)
- [LinkedIn Profile](#)