

MARKETING AND CORPORATE COMMUNICATIONS MERCHANT SERVICES TRANSITION COMMUNICATIONS PROJECT MANAGER

Summary

A results-oriented professional who cultivates strong and effective working relationships with internal and external partners to establish and achieve mutual communications objectives for advancement of company's business strategy.

Highlights

- Advanced Microsoft Office including Visio, MS Project, PowerPoint and Adobe Creative Suite
- SharePoint, Citrix, Live Meeting and WebEx Expertise
- Advanced Project Management and Implementation
- Written, Verbal and Interpersonal Skills
- Vendor and Relationship Management Expertise
- Communications and Negotiation Experience
- On-Time Goal Achievements of 95% Proficiency Rate

Experience

Marketing and Corporate Communications/Merchant Services Transition - Communications Project Manager - Contractor 05/2012 to Current
Company Name City , State

- Manage, write, and edit external client communications and content to meet transactional needs of multiple business merchants.
- Also manage project risk through comprehensive mitigation assessment and planning techniques.
- Initiate, define and manage marketing campaigns across business channels for direct mail programs within a matrixed environment.
- Actively manage the work efforts of multiple functional resources through the project plan.
- Strong partner relationship management, influencing, collaboration, and negotiating with senior business managers to gain commitment and accomplish shared goals.
- Lead matrix process for cross-functional teams to develop and execute client communications for various groups of merchants as part of Bank of America Merchant Services joint venture with First Data for merchants transitioning to preferred processing platforms.
- Engage and collaborate with key stakeholders on high-profile projects for distribution of printed and digital marketing collateral requests.
- Develop documentation; monitor and report project status; assesses the effectiveness and accuracy of documentation.
- Initiate and maintain reporting relationships with project stakeholders including team members, peers, managers, customers, vendors, and other affected departments to coordinate efforts across multiple business units and ensure continuous efficient management of projects; gathers input and feedback.
- Effectively assists in directing both internal and external resources to achieve business solutions within project guidelines.
- Collaborate and communicate with other project managers and leaders to coordinate cross-project initiatives and activities.
- Ability to handle multiple priorities and work well under pressure with multiple deadlines.
- Engage and collaborate with key stakeholders on high-profile projects for distribution of printed and digital marketing collateral requests.
- Prioritize and perform a variety of concurrent tasks with minimal direction.
- Review and edit mail data files for creative production Manage vendor relationships simultaneously meeting campaign execution deadlines with ability to adapt to unexpected requests.
- Strong time management skills and sense of timeliness in meeting commitments.
- Maintain accurate status reports/summaries and regularly communicate status to leadership, business partners, and other key stakeholders on a weekly basis.
- Met overall goals with 95% proficiency rate.
- Understand proficiency of customer's tactical goals to effectively participate in the development and implementation of business solutions to manage project risk through comprehensive assessment and planning techniques.
- Manage work efforts through the project plan for basic scope control procedures utilizing multiple functional resources documenting and monitoring project status to assess effectiveness and accuracy of campaign.
- Analyze and report project status and research information; monitor project performance to maintain the quality of services, deliverables, and content.
- Timely response to operational issues and RFI's within defined area to identify and eliminate obstacles to solution plans, business goals or implementation.
- Develop contingency plans to meet compliance requirements with company practices.
- Engage all internal stakeholders to ensure communications are relevant, timely and delivered at desired intervals.
- Responsible for campaign design and production and distribution.
- Project planning, scheduling, tracking and reporting.
- Proven project management skills with ability to execute and drive stakeholder agreement.
- Spreadsheet, database and relevant project management experience.
- Proficient multi-tasker, with the the ability to manage multiple initiatives concurrently.
- Write and manage "standard content" used for client communications.
- Strong detail-orientation and problem solving skills with effective planning, time management and organization skills.
- Ad-hoc project and reporting on an on going basis.

Project Manager 01/2007 to 01/2011 Company Name City , State

- Institutional Client Services, Marketing Project management for product implementations, asset consolidations and email campaign project requests.

- Engage outside vendors as well as other key marketing areas including Fulfillment, Information Technology, Creative Services, and Print Production.
- Status reporting of project work related to implementation of tactical product, segment and institution-specific marketing programs.
- Identify and log marketing plan-related issues or risks, and escalate as appropriate following project management best practices.
- Communicate across marketing channels with partners to execute measurable, scalable and replicable programs aimed at solving a key business need or taking advantage of critical business opportunities.
- Establish and implement rigorous to moderate complexity or single work stream project management processes and methodologies to help ensure that projects are delivered on time, within budget, and adhere to high quality standards to meet client expectations.
- Track key project milestones and adjust project plans and/or resources to coordinate communications with all areas affected by the scope, budget and resource work being managed.
- Include data gathering, preparation of presentation materials, proofing, setting project timelines and change management.
- Perform quality review and escalate timeline issues and risks appropriately.

Institutional Marketing Coordinator/Administrative Assistant/Budget Specialist 01/2005 to 01/2007 Company Name City , State

Officer, Marketing Specialist 01/2000 to 01/2004 Company Name City , State

Executive Assistant/Office Manager 01/1997 to 01/2000 Company Name City , State

Education

Villanova University - Six Sigma Green Belt Certification 2010 Advanced Project Management Certification and Project Management Essentials 2007 WBT Education Credits - Compliance and Project Management Courses - 7.25 CH 2012-2013 Continuing Ed Credits - Various business and financial service-related courses - 35+ PDUs 2013 King's College City , State

Diploma : Secretarial Science 1983 Secretarial Science

Skills

Adobe, Ad, basic, budget, business solutions, change management, Citrix, Interpersonal Skills, consolidations, content, Client, database, direct mail, directing, direction, documentation, edit, email, financial, functional, Information Technology, leadership, marketing plan, marketing, marketing collateral, materials, mail, Microsoft Office, PowerPoint, MS Project, negotiating, Negotiation, organization skills, Print Production, problem solving skills, processes, Project Management, Project planning, project plans, proofing, quality, Relationship Management, reporting, research, RFI, scheduling, Six Sigma, Spreadsheet, time management, Visio, Written