**CHARLOTTE SWANSON**

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**PROJECT COORDINATOR**

Highly adaptable relationship builder, communicator, problem-solver, and cross-functional/ organizational leader with a career narrative of driving business outcomes through effective project management. Regularly called upon to rescue and deliver Tier 1 ERP projects across the finish line by engaging with key stakeholders, understanding business objectives, aligning project resources, and planning and executing strategic and tactical priorities.

Relationship Building | Active Listening | Negotiations | Collaboration | Conflict Resolution | Process Evaluation & Improvement Stakeholder Engagement | Executive-Level Presentations, Communication, & Reporting | Change Management | Sales Enablement Resource Management | Budget Management & Finance | Project Management | Customer Service | Client Communication

**WORK EXPERIENCE**

**Bronson Solutions, Washington, DE • Product Manager • (06/2019) - Present**

Brought on during a growth phase to reinvigorate a client project with limited team engagement to provide leadership and drive it to completion. Ownership over all aspects of project scope, budget, and timeline.

* Built relationships with the client team to quickly understand requirements and business objectives. Advised client stakeholders at their request on key resource changes to jumpstart project pace and ensure timely completion.
* Managed offshore development teams. Mentored and coached internal and client teams to achieve project targets.
* Standardized, simplified, rationalized, and organized project reporting to improve execution.
* Earned discretionary bonus for work accomplished on challenged projects.
* Performed consultant reviews and provided client feedback on performance.

**Communications Systems, Roseville, MN • Product Manager • (01/2018 - 06/2019)**

Provided project leadership and fostered relationships with customer stakeholders to manage expectations of project deliverables and maintain alignment of project scope with client business objectives.

* Gathered and fed intelligence into processes to support customer projects. Implemented gap analysis to identify required customizations needed to meet client requirements, secured and managed project resources.
* Accountable for all aspects of project budget.
* Led functional requirement gathering sessions, created monthly Johnson presentations and team coaching to create synergy with customer and strengthen the Project Management community.

**Powerhouse, Inc., St. Louis, MO • Vice President of Consulting Services / Project Manager • (01/2015 - 12/2017)**

Successfully led multiple recovery projects within a portfolio of 8+ clients by partnering with executives and owners to reposition project tasks, team members, and business objectives.

* Served as Interim Director for an international client partner by earning trust through business, resources, and recruitment guidance to manage their ERP implementation.
* Entered a project for a top global retailer with 3 failed go-live attempts and successfully completed the implementation. Met with executive sponsors to understand business goals and lessons learned from previous fails, and set a meeting cadence with AM/PM core team, including the partner, to align daily tasks across 5 months and achieve the new go-live date.
* Completed a large implementation for a top global online retailer, partnering directly with the Executive Team, Board of Directors, and Project Team to foster effective channels of communication needed to deliver the project on time.
* Participated in trade shows and round tables as a subject-matter expert with a broad range of prospective clients spanning multiple industries and global regions to drive new business.

**AXC, Raleigh, NC • Supervising Consultant • (04/2013 - 12/2014)**

Supported go-live for an international project with sites in the US, UK, and Japan. Organized and scheduled status meetings. Provided milestone summary updates. Led discovery sessions and business requirements analysis.

* Created end user training schedules and documentation.

**System Interface Co., Portland, OR • Application Specialist • (01/2011 - 03/2013)**

Provided on-site and remote Dynamics AX go-live support. Facilitated a widespread, high touch change management process and created new reports to bridge old and new business models. Led functional testing, training, and documentation.

* Leveraged reengineering expertise to improve processes, procedures, and systems related to production scheduling, inventory management, and customer/supplier relationships.

**Software Solutions, Chicago, IL • Business Systems Analyst • (02/2008 - 12/2010)**

Delivered innovative and integrated solutions to the IT and Finance Directors to better manage project implementation risks.

* Established robust project management processes to cross-train existing IT Analysts through use of key performance indicators (KPIs) and accurate management information.

**EDUCATION AND CERTIFICATIONS**

Great Lakes College, Kalamazoo, MI • Business Diploma

(2008)

CSM Certified Scrum Master

Microsoft Dynamics AX 2012 – Finance and D365 – Trade and Logistics

Microsoft Corporation

Business Process Reengineering

BMA Systems

Inventory Management, JIT, Supply Chain Planning

FXC Corp.

Resume written by [Erin Kennedy, CPRW](https://www.linkedin.com/in/erinkennedycprw/)