

## JOHN JOBSEEKER, PMP

J.JobSeeker@gmail.com  
Willing to relocate/Travel 30%  
Bilingual Fluent English/Spanish

505.123.4567  
Currently residing in Austin, TX, USA  
Non-smoker

**I am seeking the position of Program Manager for ABC Company reference #123456**

### **Objective Statement**

As a result of my skills, experience, and education I am capable of significantly increasing net revenue through usage of strategic planning and business architecture techniques.

### **Selected Accomplishments**

- Managed \$7,000,000 cost reduction initiative, reducing the number of factory expedites, shipping upgrades, and hours to track orders by 70%.
- Conducted customer care roll out to 5,000 agents, pilot yielding 20% reduction in call volume, \$12,000,000 annual cost savings, and 20% jump in customer satisfaction.
- Delivered on customer insight strategic plan to improve customer experience and build foundational platforms, managing program with combined resource budget of \$3,200,000.
- Managed web lead generation platform accounting for 60% of marketing leads, partnering with leadership team to complete sales and marketing \$8,200,000 transformation.

### **Employment Summary**

<b>ENTERPRISE VOICE</b> , Austin, TX Engagement Manager, Enterprise Team	<b>2015 – Present</b>
<b>NATIONAL COMPANY</b> , Austin, TX Program Manager, eBusiness & Global Platforms	<b>2008 – 2015</b>
<b>COMPUTER COMPANY</b> , Austin, TX Product Manager, Global Technology Product Management	<b>2005 – 2007</b>
<b>SATURN MANAGEMENT</b> , Dallas, TX Manager, Customer Relationship Management (CRM) Senior Consultant, High Growth Practice Consultant, Consulting Services	<b>1999 – 2005</b> <b>2003 – 2005</b> <b>2000 – 2002</b> <b>1999 – 2000</b>

### **Bachelor of Business Administration – Management Information Systems (MIS), Texas A&M**

**Keywords:** communication stakeholders relationship building end user process analysis ux execution systems software development life cycle sdlc pmhc pmi methodology agile scrum waterfall iterative project scope schedule resource organization goal task benefit activity results success requirements dependency change problem risk issue cross functional vendor training support qa assurance analytics reporting database salesforce oracle siebel jira jive confluence ms microsoft office word excel powerpoint visio sharepoint basecamp clarizen e-commerce e-business digital online erp middleware strategy operational application prototype technical implementation integration data technologist it sql xml html roadmap decision making monitor control dynamic portfolio eagle scout

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### Employment History

**ENTERPRISE VOICE**, Austin, TX

**2015 – Present**

#### ***Engagement Manager***

Managed on-boarding experience to connect brands and retailers to the authentic voice of consumers, coordinating business and technical teams to drive awareness, increase conversions, and protect loyalty.

- Led multiple concurrent projects spanning pre-sales through delivery to help align clients, agencies, and partners to boost conversion at the point of sale and maximize brand reach.
- Built knowledge and network to advise stakeholders on content management program, personalized solutions, industry best practices, and strategic partnerships.

**NATIONAL COMPANY**, Austin, TX

**2008 – 2015**

#### ***Program Manager***

Selected to join newly formed business transformation team responsible for multi-year program designated company's top program across sales, marketing, services, & web organizations.

- Delivered Self Service roadmap built on a modular framework, improving customer experience, providing self-service tools, and establishing metrics to drive future investment.
- Directed multiple initiatives to establish enterprise data management and integration platforms to manage customer, product, and transactional data, creating adaptive online experiences.
- Managed eCRM and eCommerce alignment with enterprise programs, defining implementation plans to coordinate Eloqua, Oracle, Salesforce, Identity Management, and R&D integrations.
- Expanded web standard offerings to promote horizontal and vertical solutions, driving over \$40,000,000 in annual revenue demand.

**COMPUTER COMPANY**, Austin, TX

**2005 – 2007**

#### ***Product Manager***

Defined product strategy, cost benefits, business architecture, and roadmap, aligning cross-functional teams to meet overall Services and Sales Operations program objectives.

- Managed Field Service product lifecycle, conducting process analysis, requirements definition, testing, training, vendor management, and client/partner on-boarding transition.
- Initiated Siebel program for Services organization, defining strategy, business requirements, and supervising product development for overall platform build-out.
- Conducted software testing and user acceptance testing for order management dashboard, providing sales operations teams the business intelligence necessary to serve customers.

**SATURN MANAGEMENT**, Dallas, TX

**1999 – 2005**

*Corporate Clients: Dell, Microsoft, Siebel Systems, Yahoo, Hyperion, Williams Companies, Standard Register, CyberSource, NetStream, Yipes Communications, Chasecom, Mitsubishi Motors, Federal Express*

#### ***Manager (2003 – 2005)***

- Developed highly skilled and effective teams through training, coaching, and mentoring, broadening their exposure to business needs, industry trends, and technology advancements.
- Established alliance partnership with major software company, driving global and regional market share through coordinating and supporting sales teams for specific marketing campaigns.
- Participated in various client pre-sales activities and contract negotiations, closing favorable deals ranging from \$250,000 upward to \$5,000,000 with realistic deadlines and technical specifications.

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### ***Senior Consultant (2000 – 2002)***

- Supervised multiple projects in a variety of roles ranging from team lead, functional/technical lead, and integration specialist throughout project lifecycle, delivering quality software solutions.
- Led \$2,400,000 Siebel 7 CRM implementation in 20+ countries, utilizing multi-tiered platform for global software company.

### ***Consultant (1999 – 2000)***

- Defined requirements, design specifications, and test cases, developing multiple solutions leveraging enterprise software, integration technologies, and reporting tools.
- Conducted and coordinated demos, user acceptance testing, and training events to various audiences, providing instruction and documentation for new processes and/or tools.

### **Certifications & Affiliations**

- Project Management Professional (PMP)
- Siebel eBusiness Certified Consultant
- Texas A&M Corps of Cadets Association
- National Eagle Scout Association