

LIAM ANDERSON

Customer Project Manager

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PROFESSIONAL SUMMARY

Possessing over 7 years of comprehensive experience in customer project management, I have successfully led diverse initiatives that significantly enhance client satisfaction and operational efficiency. My expertise encompasses managing intricate project lifecycles, ensuring alignment with client objectives, and cultivating strong stakeholder relationships. I am dedicated to implementing innovative strategies that drive project success and elevate service delivery.

WORK EXPERIENCE

Customer Project Manager Jan / 2020-Ongoing
Maple Leaf Consulting Toronto, ON

- 1. Implemented advanced digital surveillance systems, enhancing security measures for clients.
- 2. Monitored project progress from initiation through to post-installation support.
- 3. Clarified customer requirements for effective monitoring and reporting systems.
- 4. Scheduled and coordinated customer activations, effectively addressing project-related challenges.
- 5. Facilitated communication of order statuses among customers, sales teams, and vendors.
- 6. Provided ongoing customer support and developed accurate quotes for sales initiatives.
- 7. Reported project insights and performance metrics to the Executive Team for strategic decision-making.

Customer Project Manager Jan / 2018-Jan / 2020
Crescent Moon Design Portland, OR

- 1. Led project-related activities to deliver tailored services and products across the EMEA region.
- 2. Clarified customer requirements through negotiation, defining project scope, and managing budgets.
- 3. Oversaw the Ericsson Telecom portfolio, including GSM and WCDMA systems, ensuring quality service delivery.
- 4. Managed Break/Fix OLA Agreement processes, enhancing service response times.
- 5. Collaborated with Account Support Managers for service excellence reviews and actionable recommendations.

EDUCATION

Bachelor of Science in Project Management Jan / 2016 Jan / 2018
University of California Toronto, ON

Focused on project management principles, methodologies, and best practices.

SKILLS

- Project Quality Planning
- Stakeholder Management
- Project Risk Assessment
- Budget Management
- Cross-Functional Team Leadership

INTERESTS

- Home Brewing Wildlife Conservation
- Running Public Speaking

STRENGTHS

- Willingness Wisdom
- Zeal Ingenuity

LANGUAGES



ACHIEVEMENTS

- Successfully led a project that increased customer satisfaction scores by 25% within one year.
- Streamlined project processes, reducing implementation time by 30% while maintaining quality standards.