

WILLIAM PEREZ

Interim Program Manager

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PROFESSIONAL SUMMARY

Results-oriented Interim Program Manager with a decade of expertise in leading cross-functional teams and optimizing complex projects. Proven track record in implementing strategic initiatives that enhance operational efficiency and drive organizational success. Passionate about leveraging innovation to meet evolving business objectives and foster a collaborative work environment.

WORK EXPERIENCE

Interim Program Manager

📅 Feb / 2019-Ongoing

Blue Sky Innovations

📍 Chicago, IL

1. Established and enforced policies and procedures to align with strategic goals, enhancing operational effectiveness.
2. Oversaw customer service standards, ensuring superior quality and satisfaction across all interactions.
3. Managed daily operations of vault, teller, and safe deposit box functions, resolving issues promptly.
4. Identified and resolved balancing discrepancies, streamlining operational processes.
5. Led recruitment, training, and performance evaluations to build a high-performing team.
6. Encouraged transparent communication within the team to foster a positive work environment.
7. Contributed to the strategic planning process of the branch, aligning operational goals with organizational objectives.

Interim Manager

📅 Feb / 2015-Feb / 2019

Summit Peak Industries

📍 Denver, CO

1. Acted as Interim Program Manager, providing strategic leadership and oversight for various projects.
2. Developed and implemented operational policies that improved efficiency and compliance.
3. Analyzed financial and departmental performance, reporting insights to senior management.
4. Coordinated customer service operations, ensuring a seamless experience for clients.
5. Managed inventory and cash flow, optimizing resource allocation.
6. Trained staff on operational best practices to enhance service delivery.

EDUCATION

Master of Business Administration

📅 Feb / 2012-Feb / 2015

University of Chicago

📍 Seattle, WA

Focused on strategic management and organizational behavior.

SKILLS

Communication Skills

Budget Management

Process Optimization

Talent Development

ACHIEVEMENTS

- ★ Successfully led a multi-departmental initiative that increased operational efficiency by 30%.
- ★ Implemented a new project management framework that reduced delivery timelines by 25%.
- ★ Facilitated workshops that enhanced cross-team collaboration, resulting in a 40% improvement in project outcomes.