

Program Management Analyst (Contractor)

ROBERT SMITH

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Objective

Program Management Analyst possesses 7-years of project coordination experience, serving as an operations liaison on behalf of upper-level management and teams of 100+ staff, with minimal supervision. Establishes and effectively maintains strong cross-functional relationships with multiple teams of various divisions. Possesses strong interpersonal, written and oral communication skills and adept at performing multiple tasks and duties independently.

Skills

Problem Solving, Data Analysis, Detail Oriented, Customer Relationship Management, Team Player, Team Building, Time Management

Work Experience

Program Management Analyst (Contractor)

Culmen International, Llc - July 2016 – Present

- Providing research and assessment, data analytical, operations and project coordination support to the Program Management Division (PMD).
- Assisting with the intake, research, analysis, and processing of numerous enrollment applications containing large sums of sensitive quantitative and qualitative data seeking to obtain TSA pre and HME credentials.
- Reviewing, managing, updating and tracking the compilation and consolidation of applicant data within a single repository for data corrections review.
- Reviewing, assessing and submitting the case correction requests for review by the process key stakeholders.
- Reviewing and tracking the timeliness of the data corrections process workflow activity involving the Surface Branch, OIT, and AC.
- Conducting analysis from complex and diverse sources to provide troubleshooting and customer engagement support for any outstanding data corrections cases in the UES (Universal Enrollment Services) and Sg (Screening Gateway) program queues.
- Working effectively with other program management analysts to meet productivity, quality, and client-satisfaction goals and objectives of the surface branch.

Program Management Analyst

ABC Corp - 2011 – February 2016

- Assigned outstanding data correction cases to Program Management Analysts and CSRs (Customer Service Representatives).
- Worked cross-functionally with other teams to successfully meet the goals of the data corrections initiative.
- Provided expert advice on various phases of the data corrections workflow process for personnel, supporting and or are impacted by the data corrections initiative.
- Assisted in developing the statement of work, including project justification and plan.
- Influenced the vendor and client relations by establishing project expectations.
- Maintained regular contact with internal clients and coordinates and reports on project progress and accomplishments.
- Worked with all required functions and groups to effectively plan and execute the project.

Education

B.A. in Sociology - 2011(University Of Virginia - Charlottesville, VA)