



CHARLOTTE HARRIS

Technical Project Manager

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PROFESSIONAL SUMMARY

Transformative Technical Project Manager with 7 years of experience in executing technology solutions that drive business success. Proficient in leading cross-functional teams, managing project lifecycles, and delivering results that align with strategic objectives. Passionate about leveraging data-driven insights to enhance operational efficiency and stakeholder engagement.

WORK EXPERIENCE

Technical Project Manager

📅 Mar / 2020-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Oversee daily planning, tracking, and management of client application onboarding tasks to ensure timely execution.
2. Coordinate project plans for non-standard functionalities based on business unit requirements, ensuring alignment with client expectations.
3. Develop and maintain comprehensive project plans to support successful client application onboarding initiatives.
4. Consistently monitor, track, and report on project milestones and deliverables to both clients and internal stakeholders.
5. Facilitate client acceptance of release upgrades in accordance with specified Statements of Work (SOW).
6. Manage and resolve client issues through established tracking tools, adhering to defined Service Level Agreements (SLAs).
7. Collaborate with partners to address onboarding challenges and enhance forecasting and backlog management processes.

Technical Project Manager

📅 Mar / 2018-Mar / 2020

Summit Peak Industries

📍 Denver, CO

1. Participated in all project lifecycle phases for various initiatives, contributing to requirement planning, product launches, and customer support.
2. Identified and escalated project issues across multiple teams, ensuring successful project completion within budget and timeline.
3. Worked closely with Project, Product, and Program Managers to deliver project documentation and status reports.
4. Executed an IT rollout project that standardized infrastructure, finishing \$200K under budget and one month ahead of schedule.

EDUCATION

Master of Science in Project Management

📅 Mar / 2016-Mar / 2018

University of Chicago

📍 Phoenix, AZ

Focused on advanced project management methodologies and leadership strategies.

SKILLS

Microsoft Excel Advanced



Kanban



Presentation Development



Process Mapping



Email Communication Management



INTERESTS

🔧 Woodworking

🔭 Star Gazing

★ Theatre

🏠 Architecture

STRENGTHS

😊 Politeness

🚩 Determination

🚀 Ambition

✅ Dedication

LANGUAGES



English



Arabic



Italian

ACHIEVEMENTS

🌟 Streamlined onboarding processes, resulting in a 30% decrease in client onboarding time.

🌟 Implemented a new project tracking system that improved team efficiency by 25%.