

John Smithishly

53 Parklane Ave, Princeton, NJ 08540 | (609) 555-0100 | john.smithishly@myemail.com |

Professional Profile

Certified project management professional with 12 years of demonstrated success. Expert in needs analysis, project scoping, business modeling, and strategic planning. Skilled in process improvement, risk assessment, cross-functional collaboration, and project deployment. Articulate communicator and mentor who thrives in results-driven, collaborative environments. Passionate about emerging technologies and dedicated to exceeding expectations to reduce costs, improve efficiencies, and increase revenues.

Core Competencies

- Project Scoping
- Strategic Planning
- Business Modeling
- Resource Staffing
- Productivity Tools
- Web and Digital Tools
- Process Improvement
- Budgeting & Cost Analysis
- Complex Problem-Solving
- Freelancer Management
- Sales and Marketing
- Enterprise Resources
- Customer Service
- Change Management
- Contract Negotiation

Experience

Senior Project Manager | GreenBar Technologies | Princeton, NJ 09/2015 - Present
Oversaw the development of interactive, multimedia, Internet-based applications for full service technology and consulting firm.

- Led multifaceted technology projects with teams of 20 programmers, developers, and analysts.
- Managed \$18M budget by monitoring expenditures, calculating forecasts, and ensuring compliance.
- Decreased service desk turnaround time by 50% with an SMS-based customer service support system.
- Improved customer satisfaction by 12% year on year with customer service process improvements.
- Increased revenues by \$3M by pinpointing loyal and high-paying clients and offering individualized services.
- Facilitated internal training to build in-house expertise, product awareness, and staff confidence.

Project Manager | Fourth Dimension Systems | Lawrenceville, NJ 06/2008 – 08/2015
Spearheaded the daily operations of projects focused on generating new applications for pharmaceutical industry clients and supervised the work of project teams to identify risks, and provide solutions or workarounds.

- Managed projects totaling \$10M in budget annually.
- Led the operations consolidation systems for the merger of 2 major pharmaceutical corporations.
- Increased revenue by 22% with a cross-functional team who identified and closed operations leaks.
- Successfully redesigned existing project monitoring system and practices, resulting in a 6% increase in efficiencies and higher net profits.

Education

Master of Business Administration Some College	2007
Bachelor of Science in Management Some College	2005
Project Management Professional Certification (PMP)	2006