

DESIRE STEVENS

Implementation Project Manager

DETAILS

ADDRESS

1515 Pacific Ave
Los Angeles, CA 90291
United States

PHONE

3868683442

EMAIL

email@email.com

PLACE OF BIRTH

San Antonio

DRIVING LICENSE

Full

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SKILLS

User Experience Design

Agile Methodology

Project Management

PROFILE

Experienced Implementation Project Manager working for a web-based business to electronic business payment and remittance solutions. Managed and prioritized several complex electronic payment implementations, including ACH (Pay mode-X) and credit card payments. Created client-specific technical business requirements and filed mapping documents for development teams.

EMPLOYMENT HISTORY

Implementation Project Manager, Deutsche Bank

Imzoûrene

Jan 2018 — May 2021

Managed numerous ongoing project tasks of various complexities, which required strong follow-ups, consistent communication, and streamlined organization for successful implementation and completion.

- Led and managed track services programs for NASCAR Sprint Cup races throughout the Southeast region which increased brand loyalty and generated solid customer leads.
- Conducted research, analyzed complex information, and developed and presented account recommendations to the sales force, which facilitated business growth.
- Developed, implemented, and managed multiple retention campaigns, rate plan optimization, and account review processes, resulting in an increase in customer satisfaction and reduced company churn.

Implementation Project Manager, Anglo American

Newburn

Jan 2019 — May 2019

Spearheaded implementations with various hospital health information systems (HIS) vendors (Epic, Allscripts, Meditech, Cerner), hospital HIS teams, and clinicians, which improved HIS information seven hospitals ranging from 100 to 550+ beds.

JIRA

Business Process Improvement

HOBBIES

Cycling, Enduro, Motorcross

LANGUAGES

English

Spanish

- Organized and managed a 15-person internal cross-functional team, implementing a \$10M medical content contract at 235 client sites in 15 months.
- Reduced implementation steps, saving time and additional employee costs.
- Identified complications and developed solutions for timeous implementation and the prevention of issues.
- Clearly communicated with the client and internal team regarding the status of projects and presented effective reports (oral and written) to all levels.

EDUCATION

**Master's in Business Administration,
University of California**

Orange County

Jan 2019 — May 2021

**Bachelor of Art in Front End Web
Development, New York University**

New York City

Jan 2018 — Dec 2019

COURSES

**Certified Implementation Project Manager,
Association for International Product
Marketing and Management, 2AIPMM,
Online.**

May 2021 — May 2021

**Project Management Professional (PMP),
Project Management Academy, Miami, FL.**

Jan 2020 — Aug 2020

ACCOMPLISHMENTS

- Managed a team of 9+ IT experts, including developers and UX.
- Created SAP systems for a new affiliate that supported 180 key users.
- Delivered budget management programs to manage a \$250M marketing budget.
- Managed a team of 20+ IT experts from different areas of the world.
- 98% of IT-related projects were finished ahead of schedule and under budget.
- Patched and upgraded 850+ servers, databases, applications.

- Managed a \$16M deployment of CMS at 17% less cost than budgeted and three weeks ahead of schedule.