

# Desire Stevens, Implementation Project Manager

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Place of birth	San Antonio	Driving license	Full
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PROFILE	<i>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.</i>
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## EMPLOYMENT HISTORY

Jan 2018 — May 2021	Implementation Project Manager, Deutsche Bank	Imzoùrene
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*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.

Jan 2019 — May 2019	Implementation Project Manager, Anglo American	Newburn
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*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.*

- 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

Jan 2019 — May 2021	Master's in Business Administration, University of California	Orange County
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Jan 2018 — Dec 2019	Bachelor of Art in Front End Web Development, New York University	New York City
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SKILLS	User Experience Design	Expert	JIRA	Expert
	Agile Methodology	Expert	Business Process Improvement	Expert
	Project Management	Expert		

## COURSES

May 2021 — May 2021	Certified Implementation Project Manager, Association for International Product Marketing and Management, 2AIPMM, Online.
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Jan 2020 — Aug 2020
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Project Management Professional (PMP), Project Management Academy, Miami, FL.

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HOBBIES	Cycling, Enduro, Motorcross
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LANGUAGES	English	Native speaker	Spanish	Very good command
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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.