

# DESIRE STEVENS

## Implementation Project Manager

1515 Pacific Ave, Los Angeles, CA 90291, United States

3868683442

email@email.com

Place of birth ..... *San Antonio* Driving license ..... *Full*

### LINKS

*[LinkedIn](#), [Pinterest](#), [Resume Viking Templates](#), [Build this template](#)*

### 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** ..... Jan 2018 — May 2021  
Imzotrene

*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** ..... Jan 2019 — May 2019  
Newburn

*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

❖ **University of California** ..... Jan 2019 — May 2021  
Master's in Business Administration Orange County

❖ **New York University** ..... Jan 2018 — Dec 2019  
Bachelor of Art in Front End Web Development New York City

### SKILLS

User Experience Design .....	<i>Expert</i>	JIRA .....	<i>Expert</i>
Agile Methodology .....	<i>Expert</i>	Business Process Improvement .....	<i>Expert</i>
Project Management .....	<i>Expert</i>		

## COURSES

❖ **Certified Implementation Project Manager, Association for International Product Marketing and Management** ..... May 2021 — May 2021

*2AIPMM, Online.*

❖ **Project Management Professional (PMP)** ..... Jan 2020 — Aug 2020

*Project Management Academy, Miami, FL.*

## HOBBIES

*Cycling, Enduro, Motorcross*

## LANGUAGES

English .....	<i>Native speaker</i>	Spanish .....	<i>Very good command</i>
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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.