

Jessica Chen, PMP

Project manager with over five years of experience in SaaS implementation and software development lifecycles to identify the best business, organization and operation solutions. Adept in project management skills to manage and prioritize numerous concurrent projects. Effective communication skills to facilitate business requirement discussions, deliver presentations and training programs to diverse audiences. Extensive technical experience in Web Services, SOAP, and REST API Testing using Postman

WORK EXPERIENCE

Smartling **Remote**
Solution Architect Apr 2021 – Current

Checkster/OutMatch **Remote**
Product Manager, Integrations Oct 2020 – Apr 2021

- Improved the velocity of delivery of strategic ATS integrations and client commitment by over 50% using AGILE and working closely with the engineering team in India and 3rd party partners.
- Managed 10+ partner integrations and developing partner integration strategics
- Developed integration architecture for the integration of OutMatch's recently acquired companies
- Centralized all integration end user and support documentation

RolePoint/Jobvite **New York, NY**
Product Manager, Integrations Oct 2019 – Oct 2020

- Improved the velocity of delivery and quality of strategic initiatives by over 50% by utilizing SCRUM and SCRUMBAN, and working closely with the CS team and vendors
- Oversaw engineering team in India and improved sprint success rate by 80%
- Owned integrations roadmap, API enhancement roadmap, and cross functional communications with customers, vendors, and customer success teams
- Successfully managed 200+ partner integrations and oversaw maintenance of partner integrations
- Developed integration architecture, acceptance criteria, go-to-market strategy, documentation and training for new integrations and enhancements to existing integrations

PERSONAL INFO

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NY 14616

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TECHNICAL SKILLS

- HTML
 - CSS
 - Javascript
 - Bootstrap
 - Foundations
 - jQuery
 - React
 - Python
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CERTIFICATION

Project Management Profession (PMP)

Project Management Institute
Issued Dec 2020

EDUCATION

University of Rochester, Rochester, NY, 2011-2015

Bachelor of Science in
Biomedical Engineering:
Cell & Tissue Engineering

- Dean's List, George Eastman Young Leaders Award, Wilmont & Jean Craig Scholarship

Client Implementation Manager

Apr 2018 – Oct 2019

- Drove revenue growth, product expansion, upsell and renewals of a Software as a Service (SaaS) enterprise platform that consisted of 6-8 implementations per quarter, by taking a vision & seeing it through execution
- Responsible for managing and overseeing all clients in implementation including Fortune 500 clients
- Collaborated with cross-functional teams & vendors to drive client success and optimize client investment resulting in \$3M in annual revenues
- Developed strong customer relationships which lead to successful outcomes by identifying key objectives and areas for growth, developing creative solutions, and taking ownership by assisting the client in executing processes and change management
- Improved client implementation processes and client efficiencies to reduce project errors by 70%
- Enhanced customization of UI using HTML/CSS to improve UX, increase upsell opportunities and renewal rate by 12%, and boost employee engagement

QUALIFICATIONS

- Requirements Gathering
 - Operation Efficiency
 - Product Management
 - Impact Analysis
 - Agile (SCRUM and Kanban) Processes
 - System & Unit Testing
 - Acceptance Testing
 - MS Word, Excel, OneNote
 - HTML/CSS
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Geometry Global

New York, NY

Business Systems Analyst & PM

Oct 2015 – Apr 2018

- Led the full software development lifecycle of numerous web-based customized off-the-shelf packages and custom developed solutions to support information, decision making, best business practices and reporting needs of senior management, account management, and operations users while maintaining audit compliance
- Implemented an applicant tracking software (ATS) to centralize applicant database and resource management to increase efficiency in resourcing and recruiting workflows within a 6-month timeframe
- Managed the implementation of a custom budget management software for the largest revenue client to provide a unified workspace for both the client and the agency to effectively input budgets, program estimates and reconcile costs for over \$10M worth of budgets
- Implemented the agency's first end-to-end tool for resource and project management to provide full visibility of the agency's burn against the annual forecast thereby increase billability, decreasing risk of over-burning, and improve overall efficiencies in the business