

# Jessica Johnson, PMP

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## Professional Skills and Highlights

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- Project Management Professional (PMP) certified project and program manager with a proven record of excellence in medium to large scale, complex, cross-functional projects.
- Six years of end to end project management experience, taking over 40 projects through the successful completion of all project life cycle phases.
- Most recent experience in program management and Software Development Lifecycle (SDLC) - application development (AppDev).
- Extensive experience using waterfall methodology, closely aligning to Project Management best practices, as well as exposure to agile methodology through working teams.
- Strengths include: verbal and written communication, win-win negotiating, relationship building, project leadership, issue resolution, problem solving, requirements planning, scope and budget estimating, monitoring and controlling, and schedule maintenance.
- Computer skills include: Microsoft Office Suite (Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft Visio), Microsoft Project, CA Clarity PPM, and Salesforce.

## Education/Certifications

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Project Management Professional (PMP) – April 2013  
Bachelors of Arts; Experimental Psychology

Project Management Institute, PMI  
University of South Carolina

## Related Experience

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### Program Manager

MetLife (Experis)

March 2017-Current

- Program manage \$60M digitization program, to migrate U.S. products to new digital platform, enhancing user experience and allowing for market competitiveness.
- Responsible for all day to day process management of project and program level activities, including overseeing project interdependencies, risk planning, finance management, and resource management.
- Ensure proper intake management processes are followed for new work requests related to US Digital GSSP.
- Communicate well both verbally and in writing, providing program status reports and presentations for consumption at all levels, including project manager, senior leadership, and steering committee.
- Complete current process gap analysis, recommending innovative solutions to improve project management and application development operations.
- Work with onshore and offshore vendors, and internal working team members, to drive projects to completion.
- Collaborate with all cross-functional teams, including those outside of application development team, to ensure processes are followed, and requirements are not missed.

### Manager, Sales Operations and Analytics (promoted with merger)

Charter Communications

June 2016-March 2017

Morrisville, NC

- Supported direct sales team of 1,200 employees in Southeast region, a team made up of the most diverse mix of all three legacy companies (BrightHouse Networks, Charter Communications, Time Warner Cable).
- Integrated legacy reporting systems from three companies, to give visibility to Southeast region sales performance.
- Provided metrics and reporting management on sales trends, providing daily, weekly, and monthly analysis.
- Uncovered impacts and removed road blocks for launch of real time sales tracking application, to bring all legacy sales teams onto one platform, streamlining processes and reporting. This change allowed the three legacy companies to “speak the same language”.
- Managed convergence of three legacy companies onto standardized pricing, packaging, and branding.

### Business Analyst

Time Warner Cable (Charter Communications)

August 2015-June 2016

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Morrisville, NC

- Reported to Enterprise VP of field sales, supporting organization of over 2,900 employees.
- Launched 8 initiatives within first 4 months; sales team met 108% of budget in first month post-implementation.
- Evaluated process effectiveness to identify areas of opportunity, providing innovative solutions to gaps.
- Monitored a budget of \$3.5M for one of the 12 projects, ensuring on-track progress aligned to total spend.
- Prepared proposals, presentations, and other communications, using Microsoft Excel and PowerPoint.

## **Project Manager, II** (promoted with establishment of PMO)

September 2014-August 2015

Time Warner Cable

Morrisville, NC

- As senior member of the team, mentored newer project managers, two of which later earned PMP certifications.
- Managed revenue impacting initiatives, overseeing full project life cycle, for client base of over 9,000 employees.
- Led cross-functional project teams to successfully complete complex projects, providing a 91% stakeholder satisfaction, based on project close surveys.
- Implemented new project management governance practices, to grow the success of the PMO.
- Developed and maintained all project documentation according to PMO standards, and provided executive-level updates, presentations, and status reports to senior leadership on project statuses.
- Created and managed integrated project plans, oversaw project execution, provided status updates, organized meetings with working teams and stakeholders, and tracked change requests through change management process.
- Collaborated with internal and external teams to offer strategic, value-add solutions to sales teams, following through to implementation
- Collaborated with top-level sales leaders, to ensure all initiatives align within business objectives
- Generated business cases to help business leaders ensure new initiatives align with business goals.

## **Project Manager**

August 2011-September 2014

Time Warner Cable

Morrisville, NC

- Implemented strategic initiatives for inbound and outbound telesales, supporting over 3,400 employees.
- Monitored over 200 telesales-impacting project launches, managing the relationship between Inbound/Outbound Sales and operations project managers, to address potential project impacts.
- Enhanced delivery of launch information for changes to products, policy, order entry, and marketing strategies.
- Established the foundation for the Sales Project Management Office, under the guidance of founding director.

## **Work Order Integrity Specialist**

May 2010 - Aug 2011

Time Warner Cable

Columbia, SC

- Coached agents to improve order entry error rates to below 4%, increasing sales completion rates to above 80%.
- Served as a subject matter expert, quickly learning new procedures and policies, to support sales agents.
- Drafted concise communications, to enhance agent understanding of core knowledge areas.

## **Community Involvement/Affiliations**

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### North Carolina Project Management Institute

- Board of Directors; VP, Membership || January 2016 - Current
- Director, Membership Engagement || June 2015 – December 2015
- Volunteer, Membership team || 2014-June 2015

### Women in Cable Telecommunications

- Volunteer, WICT Giving Back Committee || 2015
- Nominated for Red Circle Award || 2015