**Marie Moore, Project Manager Professional**

Detroit, MI Area - Mobile: 248-914-3430

[Marie821@gmail.com](mailto:Marie821@gmail.com) - [LinkedIn Profile](https://www.linkedin.com/in/mariemoorepmp/)

**Executive Profile**

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| ***Project Manager***  Over 10 years project management experience, Marketing and IT, for multi-billion dollar, multi-entity organization. Skilled in bringing projects in on/under budget, on time, and to successful completion. |
| ***Product Manager***  Over 5 years as Marketing product manager. Responsible to drive customer and revenue growth, analyze product performance to identify opportunities, develop internal and external campaigns, and produce reports to determine deficits. |
| ***Process Improvements and Cost Reduction***  Proven record of improving processes and managing expenses to ensure cost savings and efficiency improvements. |

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| *PMP® Certified* |
| *Project Manager* |
| *Customer Experience Professional* |
| *SDLC* |
| *PMO Methodology* |
| *Project Initiation* |
| *Project Planning* |
| *Project Execution & Controlling* |
| *Risk Analysis* |
| *On-time Project Delivery* |
| *Cross-Functional Team Lead* |
| *Project Scope* |
| *Vendor Management* |
| *Analytical Skills* |
| *Product Manager* |

**Professional Experience**

**Comcast –** Plymouth, Michigan (Aug 2016 to Mar 2017) (Contract Employee)

**Customer Experience Professional**

* Executed the launch of Net Promoter Score® (NPS) in the Heartland Region for 15 Customer Service Centers, 10 Technical Operations (1600+ employees) and over 100 Direct Sales employees.
* Accountable for Customer and Employee Service scores; achieved by communicating accurately during weekly and bi-weekly huddles. Increased NPS scores by a minimum of 10% in each channel.
* Developed weekly presentations for Senior Leadership to identify opportunity areas and highlight action plans to increase NPS scores.
* Built relationships and communicated with various levels of staff and leaders throughout the company to secure loyalty to execute and maintain a high level of positive scores.

**Health Alliance Plan –** Southfield, Michigan (Apr 2016 – Jul 2016) (Contract Employee)

**Health Care Product Manager**

* Responsible for the overall operation and success of the Go-To-Market activities of the integration of Health Plus into Health Alliance Plan (HAP). Participated in resource allocation, budget and schedule development and implementation.
* Established and managed cross-functional operations, product, sales, underwriting, compliance, provider, member, IT, and measurement team functions and processes to achieve project goals.
* Identified areas for opportunity to maximize timeline by negotiating between each channel on critical issues and securing agreement on all sides.

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**Verizon Wireless** – Southfield, Michigan

**Marketing Product Manager** (promotion, Jan 2011 – Dec 2015)

Managed the entire product line life cycle; drove subscriber and revenue growth for Prepaid Product. Owned 15 states, achieved over $1M in gross sales, positive net adds, and $400M in revenue for six Midwest sales channels. Negotiated, administered, and monitored vendor contracts to ensure company standards.

* Awarded with the company-wide “Powerful Answer Award” for implementing a new system process saving the company over $1M annually.
* Identified growth opportunities and increased customer base on average, 9% year over year. Ranked first in the company in year over year gross sales and revenue three out of five years.
* Analyzed product performance to identify trends and opportunities utilizing MS Excel. Developed sales incentives, merchandising, direct mail, channel training and internal and external communications.
* Authored weekly and monthly SLT reports indicating growth trends and highlighting execution opportunities utilizing MS PowerPoint. Template became the standard format for 15 states.
* Delivered an average increase of 5% gross activations for Walmart and Best Buy (largest distribution channels) by designing fixtures, signs and other merchandise elements with external vendors.
* Gained 2% prepaid penetration and 12% postpaid penetration based on message and lifestyle by creating developing a mailer to attract new customers using unique messaging.

**Project Manager/Operations Manager** (promotion, Oct 2005 - Jan 2011)

Established a cross-functional team for migration of 11M unique customers. Supervised 15 direct reports for billing conversion and 30 people for Command Center activities. Developed national UAT strategy with 800 test cases for six systems. Ensured smooth transition for migrated customers.

* Drove the project by managing timelines and facilitating critical issues through-out the entire project lifecycle.
* Composed Senior Management reports in MS Project to provide readouts of issues and resolution time-line.

**Project Manager** (promotion, Jul 2003 – Oct 2005)

Managed all phases of medium to large project lifecycles. Identified opportunities to drive savings by capitalizing on lower cost alternatives.

* Authored business requirements, technical design requirements, project plans, facilitated meetings with customers, user acceptance testing procedures and ensured overall project success.
* Formulated project plans to monitor key milestones and facilitated technical team meetings to ensure project objectives and milestones were met and successful implementation was achieved.
* Designed process improvements for quality and productivity by providing benchmarking and metrics measurements.

**Prior Positions with Verizon Wireless**

**Senior Member – Application Staff** (promotion, Sept 1995 – Jul 2003)

**Customer Care Supervisor** (promotion, Apr 1994 – Sept 1995)

**Education & Training**

**Project Manager Professional** - Certified 2005, recertification 7/2018

**Western Michigan University**, Bachelor of Business Administration

**Project Search and Rescue** – Prodevia Learning, 4/2017

Advanced knowledge of Microsoft Office applications: MS Project, Word, Excel, and PowerPoint (PPT)