

Mark Swann

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Motivated, teamwork-oriented IT program manager with a background in logistics and 9+ years of experience. Highly motivated with professional certifications from the Project Management Institute and Scrum Alliance.

PROFESSIONAL EXPERIENCE

Universal Compatibilities, Miami, FL

March 2020 – April 2022

Program Manager

- Managed a process re-engineering project to improve and consolidate end-to-end service processes; restructured communication flow among 8 departments, and cut down paperwork by 65%
- Spearheaded a major pricing restructure by redirecting focus on consumer willingness to pay instead of product cost; implemented a three-tiered pricing model which increased average sale 25% and margin 14%.
- Improved sales efficiency by leading sustainable adoption of a new CRM tool among 130 salespersons in 5 months; redesigned key sales support workflows

GlassHaus, Atlanta, GA

July 2016 – February 2020

Senior Project Manager

- Optimized production line, resulting in 15% throughput increase and standardized processes in bulk production
- Refined outsourcing strategy, resulting in increased offshore headcount from 12 to 95 employees and saved \$1.2MM

BuilderBahn, Athens, GA

June 2014 – June 2016

Project Manager

- Defined scope and goals of new projects and developed metrics used to define goals and project completion
- Executed three in-depth projects that arrived on time and under budget by 13%
- Budgeted Project Beta across a three-month period, making allowances for unexpected expenses

EDUCATION

Florida Institute of Technology, Melbourne, FL 2009-2014

Master of Science in Project Management

SKILLS & CERTIFICATIONS

Skills: Proficient in Kanban, MS Office, PHP, MySQL, Microsoft Dynamics, G-Suite.

Certifications: Project Management Professional (PMP), Project Management Institute Agile Certified Practitioner PMI-ACP, Certified Scrum Master (CSM)

