

# DARLENE JONES

Email: darlenej08@email.com

1270 NW 46<sup>th</sup> Street  
Long Beach, XXXXXXX 80888

Phone: (555)555.3333  
(555)555.2222

## ~ PROJECT MANAGER ~

### PROFILE

Highly analytical and well accomplished Project Manager with a verifiable track record of managing complex IT projects and exceeding expectations. Practiced in clarifying business requirements, performing gap analysis between goals and existing procedures/skill sets, and designing process and system improvements to increase productivity and reduce costs. Extensive experience in hardware and software solutions, combined with a strong knowledge of the industry. Recognized project management and interpersonal skills, consistently deliver complex, large-scale projects on time and within budget. *Additional areas of expertise include:*

- ◆ Process Analysis & Redesign
- ◆ Management of Cross-Functional Teams
- ◆ Project and Delivery Methodologies
- ◆ Project Management & Training
- ◆ Change Control Management
- ◆ Budgeting & Planning
- ◆ Cost & Resource Estimates
- ◆ Project Risk and Scope

### AWARDS & HONORS

Recipient of “*Managers and Customer Service Awards*”

### TECHNICAL EXPERTISE

- Knowledgeable on all FDMS processing platforms and delivery methods such as Dial, Frame Relay, Internet, and Lease line
- Proficient in Microsoft Office, Project and various business related software packages

### PROFESSIONAL EXPERIENCE

#### Chase Merchant Services, May 1995 - Present

Coral Springs, Florida

#### *About the Company*

**Chase Paymentech Solutions** lead the way in payment processing since 1985. We process payments for merchants in both brick-and-mortar and cyber storefronts throughout the U.S. and Canada with more than \$500 billion in transactions annually (2005). It's why more than half of all Internet retailers and service providers rely on us to handle their payments. There's more to us than our state-of-the-art systems, our premier point-of-sale transaction processing and our direct Internet gateway.

#### PROJECT MANAGER IV: MAY 2001 - PRESENT

- Independently manage merchant related projects for sales and relationship management staff and insure timely and accurate implementation
- Replies to vendor related questions on all platforms and specifications
- Function as Technical Liaison between Chase, Network Planning, Systems and the Certification groups including FDMS North, Nashville and South platform to complete projects and certify vendor products and bring new and settle current merchants
- Reduced merchant implementation timeframes by 50%

#### MANAGER PRODUCT SUPPORT / VENDOR RELATIONS: MAY 2000 - MAY 2001

- Skilled in Key Vendor Management, proven by expertise in relationship building

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- Managed over 200 vendors with active database and negotiated contracts
  - Collaborated with vendors and established new business through Channel Building
  - Worked closely with Chase, Network Planning, Systems and the Certification groups including North, Nashville and South platform as Technical Liaison to complete projects and certify vendor products

## TECHNICAL SUPPORT SPECIALIST III: MAY 1995 - MAY 2000

- Supervised staff of 14 and scheduled a 24/7 team in Technical Support
- Resolved escalated problems with all supported products and obtained clear and effective solutions to problems
- Proficient in various Travel & Entertainment related software and hardware maintained by the department
- Planned the entire installation with the General Managers and Controllers of hotels and performed onsite staff training
- Instigated training courses for new recruits on eWEBuilder and Post IT

## CORPORATE SALES, TECHNICAL SUPPORT: AUG 1990 - MAY 1995

Inacom Information Systems, Fort Lauderdale, FL

- Performed sales to corporate merchants and sustained hardware, software and peripheral items sold
- Assisted customers on the use of software applications necessary to utilize the equipment such as DOS, Word, Lotus and Excel

## TECHNICAL SUPPORT, SALES REPRESENTATIVE: MAY 1990 - AUG 1990

Sears Business Systems, Fort Lauderdale, FL

- Executed sales to corporate merchants and provided technical support for small, medium and large companies
- Completed the installation of computer network systems including hardware and software applications

## TECHNICAL SUPPORT, SALES REPRESENTATIVE: FEB 1989 - MAY 1990

NYNEX Business Center, Fort Lauderdale, FL

- Offered application support and installed computer network systems
- Traded entire hardware, software and peripheral line to retail merchants

## EDUCATION

**BACHELOR OF SCIENCE MAJOR IN PROFESSIONAL MANAGEMENT, 1990**

- MINOR IN BUSINESS ADMINISTRATION

Nova Southeastern University, Davie, FL

**ASSOCIATES OF ARTS IN AUTOMOTIVE TECHNOLOGY, 1987**

- EARNED A DEGREE THROUGH GENERAL MOTORS AUTOMOTIVE SERVICE EXCELLENCE PROGRAM

Broward Community College, Davie, FL

## PROFESSIONAL TRAINING

- Certificates in Project Management Fundamentals and Project 2000 Level-1
- Certificate in First Data's First Leaders Program