

JESSICA VICTOR

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SENIOR LEADER | STRATEGIC PLANNER
PEOPLE DEVELOPER | DIGITAL PROJECT MANAGER

PROFILE / GET TO KNOW JESSICA

Reliable and seasoned project and people manager with over 10 years of hands on experience in technology and design consultancies. A born collaborator who delights in bringing order and efficiency to ambiguous environments. Deeply comprehends stakeholder needs and knows how to drive towards consensus at program level planning. Known to be an expert at managing expectations and delivering digital projects on time and on budget. Approaches teams with a servant leader mindset, and is an empathetic and trustworthy resource.

SELECTED ACHIEVEMENTS

- **Instituted Best Practices for Quicker Invoicing** - Remedied an overlooked process in company timesheet SOP which was slowing down the accuracy and speed of invoicing clients & receiving payments. Created the process and rolled out to all 100+ employees through trainings. These changes increased invoice sending time from monthly to bi-weekly, creating reliability and consistency in company cash flow and reducing invoicing mistakes.
- **Doubled the Size of Project Management Department in Team & Revenue** - Joined Think Co. PMO Leadership Team and scaled department to double in size from 8 to 16. Worked with Sales department to develop PMO service offering expansion to be sold to new and existing clients. Hiring manager for multiple positions, including 3 brand new roles to the company. Department revenue doubled to over \$2M annually.
- **Streamlined the New Employee Onboarding Experience** - Identified a process gap and pain point for new hires and managers. Created a repeatable process for all PMO new hires that is now emulated by two other delivery departments. Regularly recognized for the comprehensive onboarding documentation; accelerated new hires to be independent 2 weeks faster than previous process.

PROFESSIONAL EXPERIENCE

Director, Project Management Office (PMO) - Mindgrub - January 2023 - Present

Mindgrub is an established full service software development and design agency specializing in custom builds including apps, websites, site migrations, and cutting edge technology including AI. Brought to run the PMO, and also lead in building sustainable organization-wide business best practices. Singled out as the only Director to attend quarterly Leadership off-sites and planning sessions to be the voice of the production teams and translate business goals to actionable tasks. Tasked with finding process gaps and filing them with repeatable and scalable procedures.

- Serve as main business point of contact and knowledge source for roll out and implementation of new financial and resource planning tool, Parallax. Created trainings and use case documentation for all company departments, including specializing trainings for Leadership, Sales, Account/Project Managers, and IC's on how to use new software. Triage issues with the vendor in weekly meetings, and led weekly office hours for internal staff questions
- Created an end to end process to increase collaboration and reduce tension between the Sales department and Production teams. Ranging from documented projects handoffs to a data driven retrospective template which creates never before had data that increases the estimate accuracy for future projects
- Streamlined the project reporting process so C-Suite stakeholders can easily have 'at-a glance' information about a project's budget, timeline, scope health and risk registers. While this process used to involve churn and repetitive conversations, the streamlined process is now able to be performed asynchronously in half the time, giving the C-suite the ability to access information on their own schedule, and freeing up project team's time
- Regularly took on over budget or difficult projects and turned them around to successfully deliver for a wide variety of clients ranging from academia to utilities including B2B and B2C companies. Partnered with client stakeholders to understand their pain points and then create new processes with internal teams to close out over budget projects with minimal impact to Mindgrub's revenue, turning unhappy clients into repeat business

AREAS OF EXPERTISE

Department Leadership
Quarterly Business Goals
Process Definition
SOW Writing
Change Management
Mentoring & Coaching
Career Growth Planning
Conflict Resolution
UX/UI Projects
Cross-Department Collaboration

TECH SKILLS

Microsoft Office
Google Business Suite
Slack
Basecamp
Asana
JIRA
Confluence
Harvest
Miro

Manager, Project Management Office (PMO) - Think Company - 2019 - 2022

Think Company is a digital user experience and software development consultancy focusing on creating inspired client work based on research, digital product design & development, visioning & strategy, and rapid product concepting. Quickly grew and was promoted from Sr. PM to Manager on the Leadership team while focusing time on creating process standards for the entire department. Served as interim VP for 3 months with no gaps in department excellence or output.

- Reported directly to the VP of Project Management to help scale and shape the PMO in all areas from recruiting to operational best practices, enabling greater efficiency, consistency, and excellence throughout the department
- Sole team member responsible for defining and maintaining the PMO process and documentation for the department, and instructing the team on how to navigate new systems, creating an evergreen repository of knowledge for all 20 + department employees
- Collaborated with interdepartmental leadership to ensure company wide alignment and consistency on both short and long term initiatives; ensuring buy-in through deeply understanding the company's organizational goals
- Championed promoting from within and creating clear career paths for team members at all levels. Wrote department wide bi-annual performance review criteria. Guide direct report's career ambitions with emphasis on S.M.A.R.T. goals. Resulted in happier employees and increased retention with turnover levels under 5% for the department, lowest in the company

Senior Project Manager - Printfly - 2018 - 2019

Printfly, a large and long running apparel printing company, acquired the staff of Tonic Design Co. to augment its development team and bring an agency approach to an established in-house business. As one of only two Project Managers on staff, helped to establish a long term project management process at the company where there previously was no process, along with day to day responsibilities of a PM.

- Delivered on a large scale project to build a new internal CRM from the ground up, to replace the current outdated system. The new system has 100% uptime, while the old system was susceptible to weekly down time
- Took ownership of requirements gathering, and functional requirements documentation of a brand new CRM into Asana when it was previously done ad-hoc, held stakeholders accountable to following a process
- Prioritized requests from all four primary departments of the company into a development queue for maintenance and upkeep of the current CRM, resulting in consistently achieving sprint goals and a repeatable process
- Partnered with the CEO to foster better team relationships between long term and new employees after the acquisition, building new relationships and a more cohesive team environment

Senior Project Manager - Tonic Design Co. - 2016 - 2018

Joined an established digital agency to work with well known clients such as Abercrombie & Fitch, The Home Depot, & Comcast. Tonic Design Co. was a full stack development and UX/UI design shop. Helped to course correct several projects from troubled into successful outcomes by implementing strict project process and holding others accountable.

- Worked with cutting edge technology projects in Machine Learning and Alexa Skill Voice services
- Effectively managed communication between clients, and delivery teams to maintain forward progress on client and internal projects, ensuring successful delivery, while being the main point of contact and knowledge
- Moderated two successful roundtable events focusing on Women in Technology with over 100 attendees from the local tech community, drawing awareness to making STEM careers more accessible to women

Curriculum Designer & Teacher - Girl Develop It (GDI) - 2015 - 2019

GDI is a national non-profit focusing on empowering women to learn technology skills. Co-created and taught both the Introduction to Digital Project Management & Intermediate Project Management courses.

- Created two brand new courses for GDI for use by all national chapters, at the time GDI only had 5 other courses, and this was the first non-coding focused classes. The intermediate class was created due to overwhelming demand from students. Mentored other Girl Develop It members to teach my courses to ensure the knowledge could live beyond my own tenure with the non-profit
- Taught the Introduction to Digital Project Management course to over 150 students in Philadelphia & NYC

EDUCATION & CERTIFICATES

Master of Arts, Counseling Psychology - Arcadia University

Bachelor of Arts with double major in Psychology and Theatre Production - University of Delaware

Certified Scrum Master (CSM) - Scrum Alliance

Certified SAFe 5 Agilist (SA) - Scaled Agile

Business Writing and Storytelling Certificate - The Economist

FUN FACTS

Traveled to 42 countries on 6 continents; some adventures included building houses with Habitat for Humanity in southern India, beating the house in a Macau casino, and sleeping in a capsule hotel in Osaka.