

TASHA Z. DANIELS, MBA, PMP

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SUMMARY OF QUALIFICATIONS

MBA Project Management graduate with 3 years of experience in project management gained through professional and volunteer experience. Efficient quality improvement leader with 3+ years' call center experience in financial products. Coached team of 23 employees and developed systems to improve efficiency and customer satisfaction. Communicated progress to leadership and staff at all levels through detailed data reports and presentations. Recognized by upper management for exceptional leadership and promoted to supervisor. Adept in the use of Agile and Scrum processes, MS Project, MS Teams, and Excel.

COMPETENCIES

Project Management, Business Process Improvement, Quality Initiatives, Data Analysis, Training/Supervision, Team Building, Advanced Microsoft Office (Excel, Word, PowerPoint, SharePoint)

EDUCATION

Walden University Minneapolis, MN Master of Business Administration - Project Management	2020
ACBSP Accredited	
Xavier University Cincinnati, OH Bachelor of Science in Business Administration	2018
<i>Magna cum laude</i>	

CERTIFICATIONS

Project Management Institute (PMI) Project Management Professional (PMP)	2021
Certified Professional in Management Certified Professional in Management	2020

PROFESSIONAL EXPERIENCE

Thompson Corp Cincinnati, OH Project Manager	Jan 2020 - Present
<ul style="list-style-type: none">Lead the development of a stand-alone Project Management Office with five project managers responsible for executing multiple interdepartmental projects and portfolios.Perform the role of Scrum Master for multiple teams, utilizing the Agile methodology.Define scope, business case, objectives, and success metrics to ensure effective reporting.Manage risk and resolve numerous project issues including staffing shortages, scope creep and divergent business and user needs.	
Redding Corporation Cincinnati, OH Customer Service Supervisor	2019 - 2020
<ul style="list-style-type: none">Supervised 23 customer service representatives in a fast-paced environment; built a team that consistently exceeded departmental performance goals by 15%.Analyzed and monitored quality service for inbound and outbound calls, and recommended improvements to quality assurance manager.Increased departmental efficiency by 20% through training, coaching, and process improvement initiatives.Analyzed data using Excel and submitted weekly Key Performance Indicator (KPI) reports to quality manager.	
Customer Service Representative	2016 - 2019
<ul style="list-style-type: none">Created Power Point presentations to train staff on new processes and initiatives.Handled and resolved customer complaints and issues; developed procedures and job aids that increased customer satisfaction ratings by 10%.	

- Promoted to supervisory position based on leadership, customer feedback, and overall commitment to operational excellence.

SELECT GRADUATE COURSEWORK

Dynamic Leadership

Improving Business Performance

Practices in Project Management

Enterprise and Risk Management

Stakeholder Management and Organizational Behavior

PROFESSIONAL AFFILIATIONS

National Society of Leadership and Success

Member

2021 - Present

Project Management Institute

Member

2020 - Present

American Management Association

Member

2019 - Present

American Society for Quality

Member

2016 - 2020

PROFESSIONAL DEVELOPMENT

PMXPO Virtual Conference

Mar 2020

PMI Talent and Technology Symposium

Nov 2019

VOLUNTEER EXPERIENCE

Habitat for Humanity, Cincinnati Chapter

Volunteer

2015 - Present

- Served as an Assistant Project Manager on three homes and instructed 20+ volunteers on the home building process.
- Assisted the Volunteer Engagement Coordinator with data collection projects and used Excel to compile and interpret survey data.
- Provided content for articles and summary reports that highlighted volunteer engagement and social impact.