

JANIE MILLSER

73 Monument Road, Chester Cay, Anegada · 555 555 5555

PROFESSIONAL PROFILE

Certified Project Associate with over five (5) years progressive experience, with emphasis on software development and deployment projects. Committed team player with excellent interpersonal and communication skills. Seeking a role that provides the opportunity to develop within a progressive organization.

SKILLS

- Project Management
- Business Analysis
- Records Management
- Microsoft Office 365
- Presentation Skills
- Time Management

WORK EXPERIENCE

January 2015 – Present

Project Associate, Pier Park Group Ltd

- Developed the work plans and arrange the work calendar for the team
- Managed the day-to-day activities and oversee the achievement of the deliverables
- Organised team meetings and lead project to consolidate the financial statements
- Conducted requirements gathering and analyse the business processes

July 2008 – December 2015

Senior Business Development Officer, Tortola Consulting

- Responsible for creating and executing Business Development Plan
- Lead marketing and sales promotion activities
- Developed Customer Experience strategy to ensure consistent service to clients
- Oversee Customer Service Desk and contract/partner resources.

July 2000 – December 2008

Client Relations Officer, Tobacco Wharf & Co

- Developed Customer Experience strategy to ensure consistent service to clients
- Oversee Customer Service Desk
- Ensure efficient fulfilment of customer work orders
- Manage client relations by in-house and contract resources.

EDUCATION & TRAINING

- **Harvard University – Cambridge, MA**
 - MSc. in Management Studies
- **University of the Virgin Islands – Tortola, VI**
 - BSc. in Project Management (Hons)

CERTIFICATIONS

- Business Analysis (2014)
- Records Management Practitioner (2013)
- Certified Trainer (2012)
- Project Management Lifecycle (2011)
- Project Management Professional (PMP, 2010)
- Certificate in Management (2007)

REFERENCES

📄 Available upon Request