

# ECHO A. WOOLF, MBA, PMP

## PROJECT MANAGER

602.292.3948



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Phoenix, AZ



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echowoolf



www.echowoolf.com



## SKILLS

Client Relations

Staff Development

Risk Identification

Project Planning

Scope Management

Negotiations

System Implementations

Strategic Planning

Change Management

Vendor Management

## EDUCATION

MASTER'S OF BUSINESS  
ADMINISTRATION (MBA)  
Keller Graduate School of  
Management

BACHLOR'S OF SCIENCE  
Business Administration  
DeVry University

PROJECT MANAGEMENT  
PROFESSIONAL (PMP)  
Project Management Institute  
License: 2108478

## PROFESSIONAL PROFILE

*"The P in 'PM' is as much about people management than it is project management."*

- Cornelius Fichtner

Energized project manager with documented success implementing complex/cross - functional project assignments. Competent at providing daily direction, motivation and support to project teams to ensure objectives are met.

Co-Founder & Business Manager  
Freelance Sidekick, LLC/ Jan 2018 - Current

Owns & manages all facets of the business from conception (startup operations), to business plan growth strategy outlined in the 3, and 5-year business model. Drives sales efforts and shoulders responsibilities of proposal writing, accounting and project management. Monitor all aspects of the business operations including strategic planning, research, HR, and marketing.

- Executes marketing/sales plan to increase sales leads to support initiative of increasing new business by over 20%. New sales have increased by 25%, exceeding goal.
- Reviews existing tools and coordinates migration transfer of existing data into a required format for the new system to minimize down time, loss of data while increase overall efficiency and productivity by 40%.
- Establishes personal and professional rapport and credibility through prompt follow-up and detailed delivery of information, services, or solutions to solidify client, and third-party relationships resulting in practical opportunities and sustainable streams of revenue.

Senior Implementation Project Manager - Team Lead  
B2Gnow/ May 2017 - March 2018

Provides project oversight and department strategic planning on behalf of the implementation team.

- Facilitated tiger team efforts with the objective to solve complex problems and develop multi-dimensional solutions resulting in continuous quality improvements across various departments within the organization.
- Monitored workloads and coaches junior project managers on overall job requirements in addition to overcoming challenges on their projects which translates into gaining control of work assignments, building better relationships with their customers, and increasing confidence and personal impact.
- Identified bottlenecks in project initiation process, raises concerns and drives discussions with all impacted internal stakeholders achieving 20%-time savings while integrating quicker and more efficient communication internally and externally.

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## TECHNICAL SKILLS

SDLC Methodologies

Lean Process Improvement

Microsoft Office Suite

Requirements Gathering

User Story Documentation

Agile and Waterfall Methodologies

Third Party System Integration

## EXTRA

Voted Best Training Course  
B2Gnow – Annual User Training  
May 2017

Highest Attendance Rate  
B2Gnow – Annual User Training  
June 2016

Awarded Best Persuasive Speech  
by Colleagues  
DeVry University  
August 2011

## EXPERIENCE continued

Implementation Project Manager  
B2Gnow/ 2014 - 2017

Experienced project manager actively managing and supporting civil rights software (SaaS) implementations for city, state and federal government agencies.

- Delivered a high-profile project that included module configuration, data migration and system training in 6.5 weeks, exceeding the 8-week timeline required by the customer before their legacy system became unavailable.
- Turned around and saved an implementation, successfully restoring client confidence for a 4-month at risk project by building and deepening customer relationships for the express purpose of surpassing client expectations and advancing project status.
- Orchestrated all efforts for a software optimization project with the goal of maximizing existing customers use of current and new system configuration, ultimately increasing efficiency in staff processing times by more than 30% in the first year.

Operations Analyst  
U-Haul Self Storage Affiliate Network/ 2012 - 2014

Corresponding daily with affiliates, analyzing management reports, and coordinating with various internal business groups for successful project implementations.

- Actively worked with 25-40 storage locations simultaneously to implement a SaaS solution, while addressing the customer business need, and balancing the time and resource constraints that were present.
- Accomplished a seamless migration and data integration that was transparent to client's customers through a strategic rollout which included a process outline and suggested methods of communication which minimized customer impact during cut over.
- Spearheaded the design and development of storage facilities blueprint projects by coordinating efforts from the requirements gathering through completion while monitoring critical paths, anticipating and identifying bottlenecks, evaluating alternatives, proposing viable solutions and escalating major issues to ensure the project was delivered on time and to the quality standards practiced.

Business Manager/HR  
Woolf Spinal Health & Rehab/ 2011 - 2012

Managed daily business operations including delegating responsibilities, establishing an appropriate system of accountability, building and sustaining relationships with vendors, handling payroll, managing business inflows and outflows, hiring and training, and improving business processes.

- Successfully trained 5 employees in 6 months with data entry, payment processing and knowledge of system database which positively affected patient retention by 5%.
- Provided daily, weekly and monthly status reports to the owners and stakeholders identifying areas of growth/opportunity and low performing business categories to enhance communication and take proactive measures which led to the company meeting or exceeding company performance goals for 6 of 8 subsequent months.
- Approved all purchases and payments for company operations, to ensure optimal cost savings, resulting in 15% expense savings per month.