**[Customer Service Project Management](https://www.postjobfree.com/resume/ad2tm8/customer-service-project-baltimore-md)**

**Location:**Baltimore, MD

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**Resume:**

TANISIA L. WRIGHT

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OBJECTIVE

To acquire a position in a business environment that will utilize my education, experience, and abilities while strengthening the skills needed to excel in Project Management.

QUALIFICATIONS

PMP Certified Project Manager with 10+ years of experience providing oversight to all stages of a project life cycle from inception through closing, while ensuring projects are delivered exceeding expectations on time and within budget. A highly dynamic and self-motivated individual experienced in all facets of project management across various industries and facets of customer service, hospitality, technology, telecommunications, and real estate. Excellent people and communication skills with proven abilities in developing and maintaining strong working relationships with customers, staff, managers, and vendors. EXPERIENCE & ACCOMPLISHMENTS

Intersolutions – Baltimore, MD April 2023 – Present PROPERTY LEASING CONSULTANT

Provide Leasing Consultation and Customer Service for Cove Property Management. Properties include: The Mount Royal Apartments, Queen Anne Baltimore Apartments, Riverstone at Owings Mills Apartments. Respond timely to all calls, emails, and site visits. Greet prospective residents and give tours while determining housing needs, preferences, and close leads. Prepare and assist new residents with all leasing paperwork including move-in packets, applications, lease agreements, employment checks, and credit checks. Collect security deposits, rent and any other charges associated with resident move-ins. Communicate all lease and community policies to new and current residents. Respond to inquiries and seek out new residences online. Manage the lease renewal process. Follow up with all leads and prospects that did not lease. Ensure apartments are move-in ready by inspecting and adding last minute touches when appropriate. Create service and trouble tickets for apartment rental units and public areas, which involve property maintenance and repairs of electrical, plumbing, heating, ventilation, air conditioning (HVAC), carpentry, drywall, painting, and other building systems.

Intelect Corporation – Baltimore, MD November 2022 – February 2023 SENIOR PROJECT MANAGER, Telecommunications (Temporary Contract) Management of Telecommunications projects for large key accounts including Washington Metropolitan Area Transit Authority

(WMATA), Motorola, MdTA, and MTA. Met all project requirements on time and within budgetary cost. Acquired necessary materials, equipment, tools, services, and subcontractors as required per project specifications. Ensured all billable labor and material costs have been captured and billed accordingly. Processed monthly invoices and submit AIA payment requisitions as required. Allocated and track job costs. Overseen and resolved escalated customer related issues. Identified claims and change order events in projects, author appropriate documentation to customer, and negotiate claims and change orders with customer. Assisted with preparing and submitting bid documents for future projects. Established relationships with new customers for multiple small projects.

Verizon Wireless – Annapolis Junction, MD March 2022 – July 2022 C-BAND DEPLOYMENT PROJECT MANAGER (Temporary Contract) Project Management for C-Band deployment projects in the Washington/Baltimore/Virginia Market. Worked closely with lead Verizon Project Managers, Transport Engineers, and Network Assurance to ensure all prerequisites are met to achieve transport complete. Worked closely with the Verizon internal stakeholders to ensure that all transport tasks required for release to construction have been met. The major tasks required for transport complete involved fiber delivery, IXRE migration, and 10 GIG Bandwidth Upgrade Completion. Attended regular meetings with the Real Estate Engineers, Construction Engineers, Equipment Engineers, Network Assurance Engineers and Transport Engineers to ensure all prerequisite tasks are completed in the system prior to handing projects from team to team during the deployment process. Created dashboards for visibility to leadership for presentation in weekly meetings with various stakeholders for project visibility as moving in an efficient manner. Sinclair Broadcast Group – Hunt Valley, MD October 2017 – April 2021 PRINCIPAL PROJECT MANAGER

Primary Project Management of the NextGen Broadcast Single Frequency Network. The portfolio was inclusive of deployment activities, subsidiary company logistical support, national and international product development coordination, and budget oversight. The budget associated with project exceeded $10M. Responsibilities encompassed architecting, planning, and managing the multi-market deployment of next generation of broadcast technology on a national basis. Developed requirements and created the implementation deployment plans. Utilized agile methodology to improve the deployment velocity of the programs. The nature of the projects required matrixed responsibilities across corporate headquarters, a subsidiary company, and a 3rd party partner company. Communicated progress and roadblocks to key stakeholders including executives and made proactive risk mitigation strategies.

Intelect Corporation – Baltimore, MD July 2012 – October 2017 SENIOR PROJECT MANAGER, Telecommunications / RESOURCE MANAGER December 2013 – October 2017 Management of Telecomm/DAS projects for large key accounts including Washington Metropolitan Area Transit Authority

(WMATA), Motorola, MdTA, and MTA. Managed projects include: the WMATA CRCS Station Radio Coverage Enhancement in 30+ Metro Stations, MdTA Radio Rebroadcast Maintenance, MTA 700MHz Baltimore Metro Bi-Directional Amplifier System, WMATA 700MHz Radio Installation, WMATA Tunnel WiFi Conduit Installation. Met all project requirements on time and within budgetary cost. Acquired necessary materials, equipment, tools, services, and subcontractors as required per project specifications. Ensured all billable labor and material costs have been captured and billed accordingly. Processed monthly invoices and submit AIA payment requisitions as required. Allocated and tracked job costs. Overseen and resolve escalated customer related issues. Identified claims and change order events in projects, author appropriate documentation to customer, and negotiate claims and change orders with customer. Assisted with preparing and submitting bid documents for future projects. Established relationships with new customers for multiple small projects. Resource Management responsibilities include recruiting and hiring new employees to match manpower needs. Maintained the scheduling of all employees across all company- wide client projects including full-time employees and subcontractors. PROJECT MANAGER July 2012 – December 2013

Responsible for ensuring that project activities onsite comply with the approved policies, procedures, and standards. Provided support and assistance to the Project Team of the MTA PALED project. Assisted with development and maintenance of program budget, continually monitored schedule changes, generated daily and weekly progress updates to the project team and Executive Committee. Maintained the expense tracking for materials and labor hours, materials procurement, customer invoicing, and daily report monitoring. Assisted with the development of the Customer Help Desk to track and address support issues for each project. Managed daily operations of the Customer Help Desk. Conducted client presentations and provide training for end users. Barrett & Barrett Property Investments – Baltimore, MD December 2006 – February 2023 PROPERTY MANAGER

Maintained multiple property rentals. Negotiated and enforced leases. Scheduled and coordinated property maintenance. Managed building maintenance projects. Conducted regular inspections. Contracted with landscaping and snow removal services. Resolved tenant complaints and addressing concerns. Collected rent from all tenants each month. Compiled and maintaining financial reports. Ensured mortgages, property taxes, and maintenance bills are paid in a timely manner. Facilitated turnover of vacant apartments. Filled vacancies by advertising and locating new qualified tenants. MICROS Systems Inc. – Columbia, MD August 2004 – May 2012 ACCOUNT MANAGER / PROJECT MANAGER, Leisure & Entertainment March 2007 – May 2012 Management of large Key Account Groups both domestically and internationally in the Leisure & Entertainment Division. Functioned as a communication focal point and oversees escalated problem resolution in: Support services, Implementation services, Maintenance services, R & D escalation. Project management of software/hardware solutions and services implementation for large resorts and hotels. Acted as customer liaison for custom software development projects with Professional Services by overseeing progress on development, testing phases, delivery, implementation, and customer acceptance. Ensured that client standards are enforced worldwide. Worked with Regional structure to facilitate rollout plans, training on standards, etc. Responded to customer requests that include all areas of MICROS products & services. Understood the inner workings of the products and present this knowledge to Major Account Customers. Worked to ensure long-term customer retention. Developed lasting relationships with Major account customers in order to maximize revenues for the company. CUSTOMER SUPPORT ANALYST August 2004 – March 2007

Answered incoming customer calls in a timely manner and handled assignment of cases. Resolved customer software issues using available resources. Supported Implementation personnel with technical questions and troubleshooting. Escalated and dispatched unresolved cases for completion. Documented all work using Clarify software. Lead analyst and new hire trainer. Hyatt Regency Baltimore – Baltimore, MD January 1998 – June 2004 GUEST SERVICES SUPERVISOR

Responsible for the daily operation of Guest Services Department for a Four-Star, 487-room property. Managed a successful Guest Services and Front Office staff including the Concierge Desk, Business Center, Regency Club Lounge, and Bell and Door Attendants. The functions of the position require ensuring total guest satisfaction, recruiting, hiring, motivating, training, processing payroll, and supervising, guest-oriented employees, and handling all facets of personnel administration. Developed business operational strategies by analyzing trends; defining critical measurements; determining production, productivity, quality, and customer service strategies. Prepared and administered budgets and maintained accurate records. Promoted from Front Office Trainer to management within two years of employment. Received the Service Plus Team Member Award for June 1998 and February 1999.

EDUCATION

Scaled Agile February 2021

SAFe Scrum Master Course (5.0)

PMTraining October 2019

PMI-ACP Preparation Training

Vision Training Systems February 2019

Project Management Professional (PMP) Certification ESI International (The George Washington University School of Business) March 2008 Managing Projects

Long and Foster May 2006

Real Estate Agent License, State of Maryland

Morgan State University December 2003

Bachelor of Science in Hospitality Management

CERTIFICATIONS AND TRAINING

Railroad Work Protection. CSX Contractor Safety & Roadway Worker Protection Certification. Amtrak Contractor Safety Trained. WMATA Roadway Worker Protection Contractor Safety Trained. MTA Contractor. MTA Roadway Worker Protection Safety. MTA Track Access. Property Management Systems, MICROS Point-of-Sale Systems, Windows, Microsoft Word, Excel, Access, PowerPoint, Outlook, SharePoint, DataMaxx, Foundation, Procore, Primavera P6, Unix, Clarify, Visio, Fuze, various reporting tools, Microsoft Project, Crystal Reports, Webex, Bomgar, Cisco Systems VPN Client, Citrix VPN Client, Microsoft Teams, ServiceNow, Azure DevOps, Atlassian, Jira, Confluence, Zoom, Yardi, YardiOne, Onesite, and MRI. etc. Typing speed of 50 - 60 WPM.