

SEAGRAM KERN

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Oakland, CA | 510.989.2196

Project Manager

SUMMARY

I am a Project Manager proficient in communication, relationship building and coaching. I'm transitioning to this calling because I love developing teams, designing systems, and all things tech. I have studied Salesforce admin, UX/UI design, web development, digital marketing, graphic design, SaaS sales, all for a prospect of working in tech.

SKILLS

- Project Documentation
- Stakeholder Management
- Estimating and Budgeting
- Managing Sponsor Concerns
- Project Life Cycle
- HTML/CSS/Bootstrap
- IT Infrastructure/Database Management
- Agile methodologies
- Airtable/Jira/Asana/Smartsheets

EDUCATION

Associate of Arts

Sacramento City College

Sacramento, CA

05/2014

Technical Project Management

Thinkful - Online

03/2021

PROFESSIONAL EXPERIENCE

Delivery Driver | *Amazon* | San Francisco, CA April 2015 - Present

- Demonstrated flexibility by driving a variety of routes, delivering packages according to time constraints and in alignment with handling, safety, and legal requirements.
- Provide excellent customer service while interacting with recipients, including collecting signatures and resolving problems.
- Prevent downtime by carefully inspecting and effectively operating a delivery vehicle.
- Load and unload vehicles according to specifications, ensuring package integrity.

Driver | Lyft/Uber | San Francisco, CA June 2014 to Present

- Strengthen brand loyalty and professional relationships by providing high-touch service while transporting customers to a variety of destinations.
- Cultivated reputation for timeliness and positive attitude, promptly arriving to pick up guests and providing assistance with bags and advice regarding the local area.
- Leveraged maps and GPS to select the fastest routes within busy, ever-changing cities.

Package Delivery Driver | *FedEx* | San Leandro, CA May 2017 - Oct 2017

- Leveraged unique combination of customer service and logistics knowledge to deliver a wide variety of packages on time and according to quality requirements.
- Handled packages with care, ensuring damage-free delivery of high-value items.
- Supported customer loyalty by providing professional answers to questions.

Personal Trainer | 24-Hour Fitness | Larkspur, CA March 2013 - Sept 2014

- Built strong relationships with customers while providing one-on-one personal training and fitness advice/plans.
- Recognized for compassionate and empathetic attitude, as well as for providing encouragement for all trainees across all levels of fitness.
- Utilized strong attention-to-detail and organizational skills to plan courses for each trainee, ensuring customized material for maximum impact.

PROJECTS

XYZ Website Redesign Mock Project | [Click here for Project](#)

- Carefully studied business cases to determine appropriate approaches for a website redesign mock project.
- Used Coda to track project progress and produce status updates for stakeholders, including project management plan, timeline, and budget updates.