

# Elissa VanHorn

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## Experience

### **Mission Cloud | December 2021- Current | Engagement Project Manager | Remote**

- Monitored and managed project team, deliverables, and resources requirements for a portfolio of 20 ongoing AWS cloud consulting engagements with a monthly recurring value of \$197,500
- Provided regular updates on all engagements budgets, timelines, risks, assumptions, scope changes, issues, and dependencies to clients and team members
- Communicated and managed relationships with all involved personnel to provide encouragement, identify problems, create solutions, and implement efficiency improvements
- Assisted in development, implementation, and documentation of new delivery model for Consulting Services department and additional ongoing process optimization

◊ Systems used: Jira, Mavenlink, Slack, Github, Okta, Confluence, Asana, Google suite

### **Crayon Software | Jan 2021- November 2021 | IT Project Manager | 12221 Merit Dr. #800 Dallas, TX 75251/Remote**

- Working with customer and delivery resource(s) to manage the project by aligning schedules, task lists, project plans, and managing communications throughout the delivery lifecycle.
- Managing project scope and client's expectations while maintaining a positive client experience.
- Identifying and communicating internal and external risks that could impact delivery of the project.
- Helped create the documentation of processes, as an ongoing effort to improve the consistency and approach as the PMO team moves forward.

◊ Systems used: Excel, Microsoft Teams, SmartSheet, AutoTask, Box

### **Point to Point Transportation | April 2019- March 2020 | Project Lead | 2505 2nd Ave Seattle, WA, 98121**

- Lead numerous complex large-scale projects handling shipping and logistics for corporate events.
- Role involved planning, coordinating, and executing day of and on location when necessary to ensure successful completion of a project, as well as gathering requirements to create both a work-back schedule and processes/procedures for the team.
- Technical aspects of the job involved financial elements such as invoicing and pricing, management of numerous vendors, and handling logistical elements involved with supply chains.
- Part of my role was to help integrate philosophies of project management into the company; this involved education of others on how project management is best utilized as well as writing processes to create standardization of work.

◊ Systems used: Excel, CargoWise, Wrike, Microsoft Teams, Shipping Tool (internal)

### **SHAZAM Inc. | October 10, 2016 – October 17, 2018 | Project Manager | 6109 Willowmere Des Moines, IA 50321**

- Began as a project manager handling client facing projects before I was selected to be the verification stop point for the work of other PMs to ensure accuracy and precision of their work.
- Helped to develop and review all critical processes; formally documenting unwritten procedures and updating existing
- Assisted in developing the guidelines and procedures to enable teams to have work from home capabilities to maintain productivity and provide flexibility.

◊ Systems used: Siebel, Filebound, Legacy (vista), Tower (internal java/HP platform)

### **Wells Fargo | June 24, 2015 – October 2016 | Project Coordinator | 7001 Westown Pkwy, West Des Moines, IA 50266**

### **LocateSmarter | May 2014 – May 2015 | Project Management Intern | 1309 Technology Pkwy, Cedar Falls IA, 50613**

## Education & Skills

### **University of Northern Iowa | B.A. Communications | Minor in Business Communication | May 2015**

Certified Scrum Master | AWS Cloud Practitioner | *Actively pursuing PMP certification*

Board member of a Professional Women's Group | Experience in Agile & Waterfall methodologies