

Serena Mathison

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Objective

To contribute strong background in solutions implementation and customer service, along with unique drive for excellence and success, to your firm in a Project Manager capacity

Professional Profile

- ◆ Solutions-driven professional with extensive experience in project management and designing/ implementing technical solutions for Fortune 1000s.
- ◆ Customer-focused, highly organized self-starter with effective customer-service skills and demonstrated ability to manage technical aspects and pre-sales projects, architect tailor-made customer solutions, build relationships, communicate solution strategy and product offerings, and provide technical expertise, support, and training to sales and customers.
- ◆ Resourceful, creative problem-solver with proven aptitude to analyze and translate complex customer requirements and business problems and design/implement innovative custom solutions.
- ◆ Motivated achiever who exceeds goals, has been promoted regularly, earned highest customer satisfaction rating for the last three years, and has garnered numerous awards.
- ◆ Articulate communicator who can fluently speak the languages of both people and technology, blending technical expertise with exceptional interpersonal skills while interacting effectively with customers, sales staff, and technical/engineering teams; adept at delivering presentations and demos.
- ◆ Willing to travel extensively.

Areas of Expertise

- ◆ Blueprint Design Facilitation
- ◆ Business Needs Assessment Design
- ◆ Consulting
- ◆ Product Implementation
- ◆ Project Management
- ◆ Requirements Management
- ◆ Technical Pre-Sales
- ◆ Presentations

Systems Experience and Proficiencies

- ◆ Client Server Technologies
- ◆ Microsoft Internet Information Server 4 and 5
- ◆ Network Concepts
- ◆ Relational Databases
- ◆ Web-Based Technologies
- ◆ Windows NT 4 and 2000 Server
- ◆ Internetworking Concepts, such as firewalls, communication protocols, proxy/caching servers

Professional Experience

Solutions Architect, *New Mexico Power Software*, Albuquerque, NM, 2002 to 2004

- ◆ Promoted from Implementation Consultant.
- ◆ Collaborated with client team to define corporate strategy based on business goals and strategic initiatives; developed creative and profitable solutions for internal/external clients.
- ◆ Administered organization-wide needs-assessment; identified critical training needs and requirements.
- ◆ Oversaw software platform design and custom solution delivery for multimillion-dollar accounts.
- ◆ Defined and directed project goals, objectives, critical success factors, milestones, and risks.
- ◆ Communicated detailed product knowledge to support consulting engagements.
- ◆ Collaborated with customers, partners, and internal constituencies to ensure successful implementation of solutions; mentored and assisted associate services staff.

Implementation Consultant, *New Mexico Power Software*, Albuquerque, NM, 2000 to 2002

- ◆ Promoted from Technology Manager.
- ◆ Selected to handle highest-level accounts based on ability to build trust with customers.
- ◆ Collaborated with client and Subject Matter Experts to identify implementation objectives and goals.
- ◆ Managed technical platform implementations and integration with third-party software.
- ◆ Developed and delivered professional platform and software demonstrations.
- ◆ Managed pre-and post-sale customer support and client relationships for global enterprises.
- ◆ Teamed with engineering to design and manage consistent and reliable learning systems.
- ◆ Earned highest customer-satisfaction rating of all implementation consultants.

Technology Manager, *New Mexico Power Software*, Albuquerque, NM, 1998 to 2000

- ◆ Promoted from Senior Technical Support.
- ◆ Managed 70 accounts throughout Washington, Northern California, Idaho, and Oregon.
- ◆ Supervised software installation, system configuration, and testing for Fortune 1000 customers.
- ◆ Designed and conducted client workshops for technical software enhancements; provided customers with marketing ideas and in-house training to promote their projects' success company-wide.
- ◆ Collaborated with product development team to implement product improvements.
- ◆ Oversaw pre- and post-sale customer and sales support, including customer training; deployed creative problem-solving and superb interpersonal skills during pre- and post-sales calls, often tipping clients toward New Mexico Power Software in competitive situations; frequently called upon to devise solutions on the accounts of others when no solution could be found.

Senior Technical Support Specialist, *New Mexico Power Software*, Albuquerque, NM, 1997 to 1998

- ◆ Quickly promoted to Senior Tech Support Specialist based on exceptional ability to troubleshoot top product.
- ◆ Earned reputation as top performer with the largest accounts and as the person to put out the biggest fires.
- ◆ Managed emergency technical support for multi-national customers, including system diagnostics and technical problem resolution.
- ◆ Conducted ongoing training for sales staff and customers on new product releases.

Technical Support Specialist, *Soft-Net*, Albuquerque, NM, 1995 to 1997

- ◆ Recognized as valuable team member and chosen for committee to increase call volume and customer service.
- ◆ Diagnosed and resolved client technical problems and system conflicts.
- ◆ Excelled at troubleshooting and configuration of Internet software products.
- ◆ Trained and supervised new hires.

Education and Training

- ◆ *Bachelor of Arts in Business Administration/Marketing*, University of New Mexico, Albuquerque, NM
- ◆ *Information Systems Programmer Training Program*, New Mexico Power Software, Albuquerque, NM:
 - Management and Leadership
 - Project Management (PMI Certification Curriculum)
 - Microsoft Windows 2000 Server
 - Java2 Programming Language
 - Customer Service
- ◆ Frontline Leadership Training, New Mexico Power Software, Albuquerque, NM