



CHISELLE VEGA, PMP® , CSPO®

Bilingual - Native fluency in English and Spanish

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MARINA DEL REY, CA 90292

CERTIFIED PROJECT MANAGER PROFESSIONAL® + SCRUM PRODUCT OWNER®

Tech-savvy, results-oriented, certified Project Management Professional®, Scrum Product Owner®, Project Manager with over 10 years of hands-on project management experience primarily in the technology sectors. Successfully launched, directed, and drove complex process change for medium to large-scale projects primarily using Agile methodology. Projects and implementations have included websites, SaaS development, and building/restructuring sales operations for \$50M to multi-billion dollar organizations. Industries have ranged from technology, media, education, medical, dental, and manufacturing.

CORE SKILLS

- Agile Approach
- Budget & Cost Analysis
- Business Communications
- Business Planning
- Change Management
- Contract Negotiation
- CRM & ERP Integrations
- Global Project Management
- Lean Manufacturing Approach
- Operations Management
- Process Improvement
- Product Development
- Project Scoping
- Quality Assurance
- Relationship Management
- Requirements Gathering
- Resource Staffing
- Strategic Planning
- Team Development/Training
- TOC (Theory of Constraints)
- Time Management

TECHNICAL COMPETENCIES

- CRMs: kvCore, Monday, PipeDrive, Salesforce, VTiger (Sugar), Zoho
- ERPs: NetSuite, Microsoft Dynamic, Infor, Sage, SAP
- PM Tools: Asana, Basecamp, ClickUp, MS Project, Podio, Trello
- Other Tools: Adobe Commerce, Google Suite, Atlassian Suite, Mautic, Miro, MS Office Suite, Slack, WordPress, Zapier
- Super Admin level expertise for all of the above programs and can easily pick up similar technology
- Additional knowledge: HTML, basic CSS

PROFESSIONAL EXPERIENCE

Digital Project Manager, Attindas Hygiene Partners | Raleigh, NC (remote) 2023-Present

Manage global digital projects for the organization which includes multiple e-commerce sites, catalog sites, blog websites, and expand 15 different languages. Requisition requirements, conduct user interviews, create Requests for Proposals (RFPs), interview vendors, and negotiate pricing. Primarily using Kanban. Responsible for establishing the project plan, overseeing task flow and cadence, moderating agile ceremonies, risk management, staying within budget, and ultimately delivering the end results for a completed project. Function as the Product Owner for Adobe Commerce instance. Responsible for backlog and support ticket triage, and ticket assignment, using Jira (Confluence for documentation).

2022-2022

Software Platform Project Manager, Data Modular | Irvine, CA (remote)

Manage the project management life cycle for the development team. Document issues and feature requests taking non-technical requests and translating them for development. Function as a product owner, defining vision, driving user experience, and prioritizing which to launch. Responsible for developing a recruiting and onboarding program for technical talent. Introduced Slack and daily huddles to the development team to create a collaborative, transparent, virtual environment. Utilize Agile methodology with Kanban framework. Work directly with the CTO. Projects include custom websites, development of website builders, CRM, and ERP.

PROFESSIONAL EXPERIENCE CONTINUED

Sabbatical**2020-2022**

Personal/Family reasons. I made the decision to take time off work to help my elderly mom and uncle during the COVID shutdown. It involved complex relocations and required me to be flexible with my availability. During this time, I also became CSPO® and took the required courses for PMP® certification.

Sr. Sales Process Engineering (SPE) Consultant, Ballistix | Los Angeles, CA (remote)**2014-2020**

Successfully led the build-out of sales operations. Started with complex project management. Upon completion would move into operations management. The implementations generally lasted 18 months on average and were complex in nature as they involved creating SOP (standard operating procedures) for recruiting, training, coaching, supervising, designing and integrating CRM/ERP, marketing, and reporting. Communicated effectively with developers, individual contributors as well as executive members. Designed technical components CRM, ERP, automated marketing, and reporting tools (sales and customer management, reporting, workflows) and worked with cross-functional teams (development, design, operations, sales, and HR). Organizations located globally and varied in industries (manufacturing, industrial, automotive, software, advertising, media) with ROI's ranging from \$20million to over \$7billion. *Clients included: Lamar Advertising, TEGNA Media, Hotsy Pacific, MECCO, GSC-3D, Tower, and more*

Sr. Project Manager, CV Consulting | Los Angeles, CA (remote)**2012 - 2014**

Managed various projects ranging in size and primarily in the technology space. Led projects from inception to completion. Created a project management system using Asana to document and track project progress and communicate with stakeholders. Allocated resources and worked through a ticketing system to prioritize, and reprioritize deliverables based on contractual commitments. Utilized Agile methodology. *Clients included: microsite.com, IdeaHaus Agency, Campus Management, Obsidian Portal, and IsoTree*

EDUCATION & CERTIFICATIONS

- **Bachelor of Science (B.S.), Management**, University of Phoenix **2013**
- **Certified SCRUM Product Owner® (CSPO)**, Scrum Alliance **2022**
- **Project Management Professional Certification (PMP)**, Project Management Institute **2023**

OTHER INTERESTS

- **Recreational Activities:** Barre (previously certified), Hiking, Spin, Yoga, and Podcasts
 - Favorite reads include The 4 Disciplines of Execution and The Power of Agency
 - Currently watching The Morning Show and Succession.