

NICKY ILES



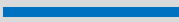
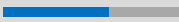
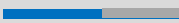
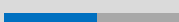
CONTACT

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SKILLS

- PMP Project Management
- Community Involvement
- Strategic Planning
- Change Management
- Customer Retention
- Technology Management
- Business Development
- Relationship Development
- Process improvement
- Product Management
- Problem-Solving
- Cost-Benefit Analysis
- Mentoring & Coaching
- ESL Teacher
- Budget Forecasting
- Training & Development
- Adaptive Leadership
- Service Delivery
- Resource Management
- Risk Management
- Social Media Networking

LANGUAGES

- English 
- Spanish 
- Mandarin 
- Chinese 

SUMMARY

Accomplished, detailed-oriented and knowledgeable senior project manager and executive administrative with 19+ years of experience in optimizing productivity, efficiency, project management, budget management, assessing performance, managing social media activities, implementing marketing initiatives, resource management and customer service across various environments. Adept at maintaining growth through a series of aggressive merchant acquisitions, sales and relationship management activities including reviewing and analyzing MIS reports for monitoring of sales performance and profitability. Proven ability for customer service orientation, relationship management, recruiting team members, tracking progress, commercial awareness, possess professional attitude and proficient computer skills. Strong work ethic and commitment to compliance with professional codes, regulations and company's policies.

CORE COMPETENCIES

- Outstanding ability to perform multiple tasks in a fast-paced, team environment
- Proactive management of risks, issues, budgets, and scope throughout the project life cycle.
- Demonstrates knowledge of project support, client relations, IT industry, accounting & time recording
- Ensure project plans and related activities support key organizational business objectives
- Resolve project issues to meet productivity, quality, and customer satisfaction expectations
- Flexible for Relocation/travelling including International assignment and travel
- Expertise in curriculum development, lesson planning, classroom facilitation & professional development
- Flexibility to occasionally work outside normal business hours in the event of deadlines or projects
- Solid time management with high precision in delivery in a deadline-oriented environment
- Strong analytical, technical, negotiation, written & verbal communication skills
- Proficient in Computer system and MS Office suite (Word, Excel & PowerPoint) and Database

PROFESSIONAL EXPERIENCE

English Education Specialist

2020 - 2021

Best Learning, Beijing, China

- Taught all English language levels multiple times, from functional to professional, including specialized courses such as Pronunciation, Business and Negotiations
- Conducted placement tests, assessing clients' linguistic proficiency and placing them in their appropriate levels
- Trained language instructors according to company methodology to ensure adherence to company policy.
- Developed new documentation practices, facilitating instructor evaluation processes
- Created lesson plans independently by utilizing several materials and resources.
- Developed weekly lesson plans for all classes, which included communicative and interactive activities, as well as learner assessments.
- Research ways to integrate technology into the classroom to improve student performance.
- Collaborated with teachers to develop a new curriculum and class activities to enhance bilingual program
- Offer a communicative approach in class to further students' professional training in English
- Participated in developing and delivering professional development in a combined format that included Access to General Curriculum, Positive Behavior Intervention Supports,
- Design and implement programs and strategies that help to ensure family and student participation in academic remediation/enrichment programs.
- Developed human resource policy including personnel manual and performance evaluations; hired and managed staff members.

Director of Operations

2015 - 2020

Pure ONE Beauty, Orlando, FL

- Directed and developed a staff of 3 managers, 35 supervisors and associates to achieve the organization's vision, KPIs and cost savings

- Accountable for all processing, inventory and outbound operations
- Developed, implemented & tracked operational KPIs with time studies to promote efficiency, and lower costs.
- Analyzed, planned and forecasted monthly and yearly budgets.
- Developed and implemented Sales and Marketing campaigns that included radio, print, television, travel agents, resellers, and tour operators.
- Designated resolution person for in-house disputes, complaints, incidents and other conflict issues.
- Increased sales and exceeded goals; by building a stable clientele and delivering excellent customer service.
- Trained new and incoming employees on product knowledge and sales techniques.
- Applied knowledge of store products & services to build sales and provided professional beauty care consultation.
- Supported selling effort by maintaining department through stock replenishment and merchandising.
- Modeled excellent customer service and retained customer loyalty by establishing personable relationships, setting future appointments and creating /updating a customized data and beauty profile for customers
- Analyzed sales reports to determine the needs of the business and set business strategies.
- Developed sales and credit incentives to stimulate productivity and generate profitability.
- Performed routine evaluations of marketing efforts and created promotional and advertising campaigns.
- Led division from years of operating losses to positive earnings, delivering significant improvements every year, culminating with +15% growth in operating earnings in 2017 thus far.
- Revamped management personnel to build a team capable of delivering sustained organic growth in a zero- sum market.

Service Delivery Manager

2014 – 2017

Pentaho/Hitachi, Orlando, FL

- Maintained communication between clients and company's regulatory operations.
- Created rigorous and comprehensive quality assurance programs to provide timely and quality-based customer solutions/implementations.
- Met with internal/external customers to consult on technical solutions, project planning, issue resolution, and implementation assessments.
- Regularly interacted with clients regarding satisfaction issues, expectations, and potential projects.
- Successfully managed staff to meet needs of new clients including hiring, client reassignment & training facilitation.
- Managed and monitored results of team to ensure internal and external SLAs are met.
- Managed account portfolio growth and served as integral part of new client implementation, training and team capacity management.
- Responsible for rapid team expansion providing training and performance evaluations on a regular basis.
- Identified as SME for new client implementation for Service Delivery - shared expertise and lessons learned to all levels of management.
- Coordinated overall services with the customer for daily customer support, change and incident management.
- Responsible for services positioning, scope-of-work creation and subsequent engagement management of training and consulting services offered to the SMB market.
- Ensure all Time and Expenses are reported accurately and in a timely manner, support accounting during project invoicing, validate billing against Project accounting and SOWs, coordinate and manage customer escalations.

Senior Project Manager

2012 – 2013

Connexions, Orlando, FL

- Balanced team workload across project managers; identified unbilled Statement of Work effort
- Guided Customer Relations Management and cross-trained project managers.
- Executed RFP analysis, contract presentation/negotiation & vendor supply management.
- Managed multiple project schedules, project financial reports, team evaluation, coaching and mentoring, hiring/firing, training and performance.
- Communicated directly with C-level and board of director personnel administering updates, execution and results for every project in my territory.
- Implemented business process improvement by pooling technical resources across multiple projects, resulting in 40% reduction in technical resource costs and operational excellence.
- Led and mentored two assistant managers and two supervisors to assist in daily operations of facilities and to oversee operations.
- Provided weekly status to management including progress and action plans for addressing risks/issues/changes.
- Managed communications with internal resources on healthcare reform and healthcare software development.
- Assisted in creation of project documentation, including status reports, project schedules, budgets, and reviews.
- Collaborated with other Project Managers within the team to ensure success and efficient use of resources.

Director of Project Management

2009 – 2012

Power Development LLC, Asheville, NC

- Streamlined and implemented new labor budgets for each phase in the entire project process.
- Reduced labor costs by 40%; acquired and negotiated new vendors that saved company 15%.
- Manages multiple projects through initial, execution, monitoring, controlling, and closing phases of project life cycle.
- Designed and implemented structured project management methodology for the project management practice.

- Monitored all projects to ensure guidelines and best practices are followed.
- Responsible for also carrying a project work load especially for high visibility projects.
- Successfully brainstorm, plan, and ensure the implementation and execution of projects are on time, within budget, while meeting the company goals.
- Negotiated with contractors and subcontracts.
- Inspired performance by setting clear direction and high-performance expectations.
- Coordinate and manage employees, facilitate interdepartmental communication and allocate tasks and resources as needed.
- Analyze information and make strategic recommendations.
- Organize, analyze and interpret results and provide practical cost-effective solutions.
- Analyzed, forecast, and project financial trends to report to firm stakeholders.
- Created ad-hoc reporting system derived from internal LIMS system as well as external revenue cycle management software.
- Managed customer support programs and troubleshooting of all product lines.

Release Project Manager

2009

McKesson Corporation

- Worked on a contract position in software implementation for Blackberry and iPhone devices for 11 months.
- Implemented MobileCare, a web application for Blackberry and iPhone.
- Synchronized MobileCare over mobile network and Internet to McKesson's primary product and Horizons.
- Managed all phases of project development and implementation by ensuring that business deliverables were completely satisfied, on time and within budget.
- Delivered technical solutions to business problems within scope, budget, schedule and quality constraints while providing leadership to the team.
- Drove various process improvements that reduced the number of releases by 50%, lowered risk and maintained quality, functionality and time to market.
- Implemented Lean improvements throughout Release Management.
- Improved the custom applications build process through automation (Continuous Integration) that resulted in 15% increase in availability of software for testing.
- Compiled status reports and led project leadership meetings with senior management and resource managers to review progress and discuss risks and issues.

Senior Project Manager / Remote SCCM

2008 - 2009

Mercy Hospital System

- Demonstrated ability to understand and make decisions based on business value
- Led deployment of internally-driven projects that enhanced the customer's experience of doing
- Facilitated senior management meetings to inform of status and to evaluate progress based on plan vs. actual work completed.
- Planned and executed a variety of company-wide HR and IT projects including data privacy mitigation and compliance.
- Monitored and evaluated project resource needs ensuring the continuity of projects and timely communication to stakeholders.
- Reviewed and analyzed reports about format, distribution, and purpose, identified problems and improvements, develop solutions or alternative methods of proceeding
- Utilized and applied an understanding of budgeting, project management and resource management to assigned project.
- Doubled as a System analysts when needed for the entire life cycle of the EMR implementation (build, validation).
- Ensured senior Finance leaders are appropriately briefed ahead of key decision points, including the Group CFO and other Finance VPs as required.
- Ensured that all issues/sensitivities are identified, assessed, financially challenged, and transparently communicated to governance bodies.

PROJECT MANAGER

2008

Hewlett Packard/Kraft Foods

- Developed corporate identity package including business plan, balance sheets and profit/loss statements.
- Facilitated weekly conference calls with contractors and suppliers to review goals and project progress.
- Monitored projects on an ongoing basis, evaluating progress and quality, managing issue resolution and taking corrective action as necessary.
- Effectively communicated project scope, schedule, and budget with both customers and contractors.
- Facilitate appropriate communication methods and tracking tools to ensure identification and management of risks, mitigation strategies.
- Planned activities, dependencies, impacts, escalation channels, financial budget and detailed project documentation.
- Contribute to, support, and promote identification of best practices.
- Used of all project management tools, techniques, and methodologies within the PMO.
- Anticipates, communicates and addresses project issues/risks and ensures timely resolution through utilization of mitigation and/or escalation techniques
- Supports program manager to develop statement of work in response to request for quote
- Worked with program manager, product line manager, supply chain/procurement, engineering & manufacturing organizations to estimate costs and lead- time.

Project Manager, Desktop Deployment Support

2008

ENI Petroleum

- Tracked actual performance against planned project performance, analyzes variances, and work with project team
- Ensured all customer needs are met while maintaining control of the project
- Provided risk management enabling proactive decisions and actions to mitigate project scope, schedule and budget overages
- Prepared and presented regular project reports for management, clients or others
- Reviewed project plan to determine time-frame, funding limitations, procedures, staffing requirements and allotment of resources to the project
- Managed several Project Managers, each responsible for an element of the project and its associated project team
- Formulated statements of problems; establishes procedures for the development and implementation of significant.
- Responsible for System Deployment Specialist for 3 months on contract.
- Supported HP and Dell products through Track-IT software and responded to customer issues.
- Maintained user security accounts for Windows 2003 server, including network connectivity, access and inter-connectivity.
- Installed new Cisco hubs and routers and created packages with VB Script for image modifications and distributed packages via SMS / SCCM 2007.
- Re-installed SCCM site via remote for Louisiana relocation.
- Utilized Application Compatibility Toolkit (ACT) to verify compatibility with Windows systems and completed risk assessment.
- Reconfigured SCCM 2007 and OSD including moves for network PCs; performed connectivity and backup.
- Deployed and imaged and responsible for both new and used PCs via Windows Deployment Services (WDS).
- Increased security by installing advanced encryption software and system updates.

Project Manager, Application Packing Consultant

2007 – 2008

Star PC Connect

- Created application packages and deployed using SCCM.
- Prioritized application packaging requests to meet hard dead-lines and Service Level Agreements (SLAs)
- Worked closely with application owners on any or all of the application request phases until completion
- Developed a custom install prompt used globally for user interface push deployments to enhance end user experience by allowing end users to install or defer installs.
- Utilized Microsoft System Center Configuration Manager (SCCM) for Windows XP and Windows 7 deployments.
- Assisted users via Remedy ticketing software. Deployed operating systems to desktops using SCCM (SMS).
- Upgraded, configured, maintained, and repaired PC hardware and software.
- Managed the application database using Microsoft SCCM 2007 for Packages and Advertisements.
- Supplied application management consultation and documentation as needed.
- Made Quality Assurance test documentation based on the requirements of the company and performed the testing to make sure the quality of packing is maintained.
- Application discovery of all aspects required for application installation, dependencies and configuration.

Owner/CEO/President, Marketing Product Manager

2002 – 2007

AAA Ultimate WebDesign

- Identified market needs and opportunity sizes and developed business plans and recommendations to senior management.
- Directed the product development cycle from prototype development to manufacturing integration.
- Lead project manager in product development, testing and validation, risk assessment, and optimize production efficiency of multiple product lines.
- Worked with cross-functional teams on Product Development from planning, requirement gathering, development, testing, deployment, and performance measurement.
- Developed and managed implementation of goals, objectives, policies, procedures and work standards with all applicable foreign regulations.
- Monitored operations of programs to ensure policies and procedures are being followed, goals and objectives are met, and services and projects are being accomplished efficiently and effectively.
- Promoted services and products to both internal and external customers increasing penetration of customer base to 90%.
- Developed and presented to top management an international strategic expansion plan that outlined opportunities and recommendations that will be used for growth planning.
- Establish and present training materials for sales and account management teams.

Military Supervisor, Supply Manager

1999 – 2002

United States Navy (USN)

- Supervised the accuracy of 50+ aircraft logbooks and initiated maintenance action work request.
- Trained juniors in how our systems work, filing, initiating actions, reporting, and entering data.
- Maintained detailed logs detailing the activities of numerous missions completed on a daily basis.
- Composed, prepared, edited, and distributed correspondence and other department documents.
- Utilized excellent customer service skills while acting as the liaison between employees and customers.
- Established payroll, distributed incoming mail, xeroxed, faxed and maintained all division records.
- Developed and maintained administrative process to achieve organizational objectives as well as to improve accuracy and efficiency.
- Planned and coordinated successful corporate meetings and promotional events exercising the ability to improvise, improve procedures, and meet demanding deadlines.
- Performed duties of administrative assistant, human resource manager and finance officer.
- Manage budget to the range of \$63 Million on various projects and product development.

EDUCATION

- **Bachelor of Science in Technical Management, Project Management** 2014
[Devry University](#)
Graduated with honors, Golden Key Honors Society Member, Dean List Recipient and Studied Management and specialized in Project Management.
- **Bachelor of Science in Psychology** 2013
[Western International University](#)
- **Associates of Science in Information Technology, Computer Science and Web Design** 2005
[Indian River University](#)
Computer Science, Web Design, Graphic Design, Dean List Recipient
- **High School Diploma** 1998
[Miami Coral Park Senior High School](#)
Graduated A honor student, chosen as most likely to succeed.
Magnet Student who went to high school and college during the last 2 years
Completed more than 4000 community service hours and received an honor for it
Formed and started two clubs at the school.
Received a full paid 4-year scholarship from being the president of Future Business Leaders of America (FBLA).

CERTIFICATIONS

- Lean Six Sigma Yellow Belt
- ITIL
- PMP
- CAPM

PROFESSIONAL AFFILIATION

- PMI Central Florida Charter
- American Society of the Advancement of Project Management
- Project Management Institute
- ITIL Foundations
- Golden Keys Society
- SCORE
- TEFL Full Circle
- TEFL (Teaching English as a Foreign Teacher) Certification