

Lindsay T. Blackwell

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SUMMARY

I am a technical project manager proficient in Agile and Waterfall methodologies as well as fostering positive stakeholder and team relationships. I have five years of experience as an educator, which allowed me to develop strong communication, organization, and leadership skills. I also have experience as an account manager for an international e-commerce/manufacturing company, which created a strong interest in technology and how it can enhance business processes. My diverse background enables me to look at dynamic problems in unique ways.

SKILLS

Project Management: Team collaboration, Mediation, Scrum Workflow, SDLC methodologies (Agile/ Waterfall), Stakeholder management, Project documentation, Risk management, Estimating & Budgeting, Resource Management, Presentations

Tools: Google Suite, Microsoft Office, Trello, Slack, CRM (Active Campaign), HTML, CSS, Jira, GitHub, Airtable, Dropbox, Shopify, Shopify POS, Fishbowl, Zoom

PROJECTS

Digital Platform Implementations

- Prioritize and plan the implementation/improvement of digital wholesale platforms to increase online sales
- Use predictive methods to automate communications with vendors and customers for various internal stakeholders
- Increased revenue by 350% with our most successful sales platform

Annual Standards Implementations

- Develop processes to implement iterative standards for teams and identify weaknesses and suggest improvements to grade level leads
- Attend quarterly keynotes to acquire updated matrices from Virginia Department of Education
- Sustained a 96% school-wide pass rate in identified subject

EXPERIENCE

Account Manager, All Across Africa, San Diego, CA (remote) (2020)

- Established and maintained standard operating procedures for digital onboarding and outreach for new clients and facilitate a relationship with their account manager
- Worked with international and domestic operations teams to facilitate client satisfaction
- Communicated with internal teams to solve emerging problems while promoting a positive company culture
- Responsible for continued communication, outreach, and sales with US and international accounts while managing internal/external stakeholder needs
- Authored and organized campaigns and marketing material for current and prospective clients, with the assistance of workflow management tools

Elementary School Teacher Henrico County, Richmond, VA (2015-2019)

Team Lead 4th Grade (2018-2019) | Core Content Teacher/Subject Matter Expert (2016-2019)

- Utilized conflict resolution strategies to mediate escalating demands from involved stakeholders to ensure student success
- Performed data collection and analysis for ongoing cause and effect trends at an individual and county wide basis and created action plans for individual students
- Collaborated with peers, administrators, and central office personnel to enrich students with significant learning/behavioral disabilities and language barriers
- Served as central point of contact with school administrators; effectively communicated new policies and plans to my team and advocated their needs to administrators and county officials
- Created school-wide action plans to better suit our population of students and surrounding community

EDUCATION

Technical Project Management Certificate, Thinkful, Remote, November 2020-February 2021

Graduate Certificate, University of Richmond, Teacher Licensure, Richmond, VA GPA: 3.96/4.0

Bachelor of Science, Virginia Tech University, Human Development & Human Services, Blacksburg, VA GPA: 3.63/4.0 (Magna Cum Laude)