

ADRIANA WILSON, PMP

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PROJECT MANAGEMENT | OPERATIONS PROCESS IMPROVEMENTS

Energetic and resourceful **PMP** who is consistently recognized for exceeding expectations in many key business functions. Known for strong organizational and problem resolution skills with an immediate impact, plus the ability to work with high-level strategies as well as ground level implementation. A highly motivated self-starter who takes the initiative to meet difficult challenges with exceptional interpersonal and communication skills. Looking for a challenging position in operations/program management. Open to travel and relocation.

Fluent in several languages (English, Slovak, Polish, Czech) **and proficient in others** (German, Spanish)

AREAS OF EXPERTISE

- **Program Management**
- **Business Analysis and Strategy**
- **Business Process Re-Engineering**
- **Process Improvements**
- **Office Management**
- **Staff Training/Development**
- **High Level Customer Service**
- **Performance Tracking Systems**
- **Operations Management**
- **Software Platform Implementation**
- **Strategic Alliances Development**
- **Contracts Negotiations**

TECHNICAL SKILLS

- **Microsoft Office Suite** – Word, Excel, PPT, Access, Outlook, and Office 365
- **Scheduling and Estimating Software** – Primavera 6, CAD, Xactimate, Symbility, MICA, WordPress
- **Accounting and Other Software** – QuickBooks, DoForms, DASH, Cazoomi, ZOHO CRM, StreetEagle, Adobe

PROFESSIONAL EXPERIENCE

Northeast Power Dry; Business Operations and Development Coordinator, Bridgewater, NJ **2014 – Pres**

Responsible for managing several business functions for this leading regional restoration company with \$5.0 M annual revenue, such as: developing growth strategy, setting strategic business goals, influencing senior management decisions, improving operational processes, reducing receivables, meeting Federal and State governmental requirements, recruiting and training, preparing legal contracts and agreements, and any other duties required to successfully run this growing firm.

- Developed and implemented a process that reduced collection time from 90-180 days to just 12-45 days
 - Improved cash flow by over \$900K in 3 months by collecting overdue invoices, 70% were over 90 days
 - Executed a plan of action to guarantee payment of 85%+ of claims within 45 days
 - Designed an Outlook-based internal tracking system for timely status and collection updates
- Created company's sales performance tracking system to emphasize high- and low-performing areas
 - Built 25+ spreadsheets, analyses and dashboards to capture past and current data for executive decisions
 - Utilized data from thousands of claims, invoices, referral sources and geographies to define trends
- Combined performance data with training metrics to create the company's first objective KPI evaluations
 - Developed an employee performance analysis system for the marketing team resulting in the revitalization of that department, clear goals and expectations, and higher productivity
 - Implemented a ZOHO data base to properly track CRM activities, discovered and implemented Cazoomi, a program to integrate Constant Contacts with ZOHO CRM system
 - Created marketing strategies and campaigns to increase referral leads flow
- Set up new operations platforms (DoForms and DASH) for monitoring production progress, performance reporting and claims status
 - Drastically improved capabilities for job tracking/reporting, data manipulation and staff technical knowledge
- Grew online lead generation by 17% by developing a new website and improving current online accounts
 - Developed an SEO campaign that generated Page 1 organic positioning with a minimal monthly budget
 - Hired vendors to improve the site's cohesiveness, updated online accounts with new content (photos, text, contact info, correct marketing territories), and focused on proper targeted local marketing efforts

- Developed and implemented Standard Operating Procedures for all administrative and billing activities to create structured, streamlined and organized work environment, thereby improving efficiencies
 - Prepared and regularly update step-by-step instructions with check lists to provide proper guidance
- Created strategic alliances with suppliers/service vendors to radically reduce the cost of supplies/services by 15%
- Reduced costs of recruiting, hiring and payroll by eliminating a staffing agency and using government incentives

Nissenbaum Law Group, LLC (Commercial Litigation Firm); **Legal Assistant**, Union, NJ **2012 – 2014**

Handled several responsibilities for this commercial law firm, such as seamlessly preparing legal documentation for the formation, maintenance and dissolution of various business entities, supporting the legal team and senior management, scheduling domestic and international conferences, meetings and consultations, plus preparing correspondence and following up on a timely basis using Outlook and Time Matters.

- Provided extensive legal research in support of high profile lawsuits, arbitration and litigation cases
- Established new business opportunities by exploring existing leads, resulting in several new clients
- Removed significant amounts of incriminating online information and videos for a variety of clients
- Streamlined employee training by creating and implementing new procedures, instructions and check lists

New York Sports Club; Customer Support and Relationship Specialist, Springfield, NJ **2011 – 2012**

While pursuing B.S. degree, worked on a part-time basis to resolve customer complaints, assisted sales teams in reaching their sales goals and improving other aspects of member experience.

BGA, LLC (Engineering and Construction Design); **Admin. Assistant Internship**, Oakland, NJ **2010 – 2011**

Handled incoming and outgoing communication duties for this 40-person engineering design firm. Followed up with clients and vendors to make sure projects were completed on time and under budget. Updated proposals as needed to provide clearer explanations for project objectives.

- Assisted office manager in developing and implementing office performance improvement projects

The Office of Emergency Management (Emergency Organization); **Emergency Responder**, Roselle, NJ **2004 – 2008**

Responded to emergencies, controlled traffic and secured civilians safety.

The Law Firm of Andrej Dembicky; Office and Collections Manager, Slovakia **1999 – 2003**

Handled all aspects of office management including employee performance, opening and closing the office, collecting outstanding invoices, plus following up with customers, clients and vendors to make sure each case was handled properly. Effectively managed a team of 7 and lead a successful campaign to improve office operations.

- Implemented effective cost cutting procedures which increased firm's profits by 12% in 2001 and 16% in 2002
- Investigated and collected on delinquent accounts resulting in an average of 10% profit growth for 3 consecutive years (2000 – 2002), with a high closure rate of 84%
- Successfully organized and managed public auctions of private properties and assets under liens

EDUCATION, LICENSES AND VOLUNTEER WORK

Bloomfield College – BS Business Administration (Economics) – Bloomfield, NJ **2011 - 2013**

- **Graduated Summa Cum Laude – 3.93 GPA**, with courses in Operations Management, Micro/Macro Economics, Strategic Business Planning & Analysis, International Business, Federal and Global Trade
- Recipient of the Business Award for Excellence in the field of Business Management, **2010**
- Member of the **ZETA SIGMA, PSI BETA** and **PHI THETA KAPPA** Business Honor Societies

Union County College – Associates Degree in Business Management (GPA – 4.00) -- Cranford, NJ **2008 - 2010**

Licenses and Certifications:

- **Project Management Professional # 1959469**
- **OSHA – 10 hour course**
- **EPA Lead Certified Technician**
- **Notary Public NJ # 2434390**

Volunteer Programs:

- **Liquid Church, NJ – Care Team Member (2015 - present)**
- **Susan G. Komen North Jersey, Cancer Centers, Summit, NJ – Office Assistant (2012)**