

# GEORGE MICHAEL JESSER, PMP

*Project Tasks On Time, Within Budget, To Specification*

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Accomplished professional with broad experience in project and operations management.

Having managed projects within large institutions, I know the merit of rigorous planning & documentation. Being a devotee of Agile methodologies, I know the value of quickly iterative executions. I am flexible and have strong skill sets based on experience.

## CORE COMPETENCIES

- Project Management
- Financial Accountability
- Credibility, Rapport, and Motivation
- Team Coordination
- Meeting Facilitation
- Process Improvement
- Business Analysis
- Scope/Requirements Gathering
- Policy & Standards Implementation

## PROFESSIONAL EXPERIENCE

### Verizon

**01/2018 -present**

#### *Project Manager, Vehicle Sharing*

This project has a growing footprint of 150 key cabinets installed throughout Verizon's Fleet Operations. The system assigns technicians to vehicles based on daily work schedules. Local Managers have a web-based interface to control technician/vehicle assignments. The end state is to quantify opportunities and improve vehicle utilization.

- Troubleshoot Local Manager issues and facilitate their use of the web portal.
- Identify root causes of Local Manager issues, write user stories for IT sprints, and socialize updates to Local Managers.
- Review Help Desk processes. Determine best practice for training associates at national call center and delegating trouble tickets to them.
- Write training documentation to be used by national call center associates.
- Moderate training sessions with Local Managers & call center stakeholders to refine process.
- Contribute to requirements gathering for video training that supports Local Manager use of Vehicle Sharing.

### Verizon

**01/2016 – 12/2017**

#### *Project Manager, Rebranding*

Managed Verizon Fleet rebranding, from approved concept to installation. Exceeded expectations by rebranding 16,000 vehicles, beyond the original scope of 12,000.

- Stakeholders:
  - 6 regional Fleet Managers (New England, NY Upstate, NYC, NJ, PA, national Verizon Business fleet)
  - 47 Fleet Supervisors
  - 3 vendors executing install
  - several Verizon departments outside of Fleet
- Worked closely with Sourcing and Legal depts. during RFP process, to clarify project needs and vendor capabilities. Translated technical and business requirements into SOW for contract negotiation with chosen vendors.
- Identified main stakeholders within Fleet and enlisted them to move project from planning to execution phase.
- Communicated priorities to cross functional team comprised of:
  - Verizon Marketing, Sourcing, Fleet PMO, Engineering & Design departments
  - Brand application and project management vendor
  - Two vehicle branding install vendors
- Validated information on key performance indicators and prepared forecasting commentaries for senior management.
- Initiated weekly governance calls to monitor project tasks, assign ownership, and establish timelines.
- Lead conference calls toward interactive and team building huddles, not just providing updates.
- Investigated root cause problems and eliminated roadblocks to rebranding installs.
- Developed processes to ensure future state branding compliance.

**Sabbatical****10/2014 – 10/2015***PMP Certification & Continuing Business Education***Rutgers University** (formerly University of Medicine and Dentistry of New Jersey)**09/2011 – 07/2014***Project Manager / Assistant Manager*

After coordinating the unification of UMDNJ's two print departments was promoted to Assistant Manager. UMDNJ merged with Rutgers University in 2013. Performed project change management as part of absorption into Rutgers department.

- Gathered requirements from clients on their current state & future vision. Accepted deliverables were: expansion of digital job submission procedures, simplified work order procedures, and creation of volume discounts.
- Defined business requirements for digital & analog marketing strategies to promote departmental services.
- Revised operational procedures resulting in updated organizational process assets.
- Teamed with procurement department to establish procedures for right of first refusal on all internal orders.
- Updated systems for invoicing, receivables, and monthly chargeback reporting. Added functionality to create summaries for revenue forecasts, variance evaluation, and marketing analysis.
- Monitored & controlled financial procedures to validate that department remained within budget and was accountable.
- Controlled procurement by negotiating with vendors to reduce costs and enhance services. In one instance, reduced a materials cost by 45%.
- Partnered with Rutgers stakeholders for facilitate department's merger into Rutgers University.
- Presented weekly status reports to manager, making suggestions on project change management.
- Closed out department operations (Rutgers ceased department operations after 12 months).
- Defined activities for the transfer of administrative files, computer passwords, stakeholder registers, and department property to upper management. Performed procurement closure.

**University of Medicine and Dentistry of New Jersey****03/2011 - 09/2011***Project Lead / Management Consultant*

Directed project to merge institution's two printing departments into one location.

- Identified risks and proposed mitigations.
- Analyzed digital production needs as part of a new contract negotiation with Xerox. Consolidated equipment, modified layout of the new work space. Installed network connections and upgraded electrical systems.
- Organized the relocation of staff and equipment with minimal disruption to production schedules.

**BY DESIGN: studio and freelance****11/1992 - 02/2011***Art Director*

Operated studio & freelanced in the greater New York/New Jersey area. Centered around design for print, teaching graphics software, and producing slides. Also did freelance agency work and onsite presentation support at national & international conferences. Honed project skills and was team member within different production environments.

**EDUCATION**

AVTech Institute of Technology, South Plainfield, NJ

- Agile Methodologies - 21 PMI pdu's
- Business Analysis - 50 iiBA pdu's

Rutgers University &amp; UMDNJ, HR Departments, Training &amp; Development

- Essentials of Management
- Project Management: Plan & Prioritize
- Frontline Supervision
- Supervisor Supplement, Unlawful Harassment Prevention

Murdoch University, Western Australia

- Bachelor of Arts (*Chinese Studies*)