

RACHEL NGUYEN, PMP

IT Project Manager

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\$4.5M LARGEST BUDGET	18 PROJECTS DELIVERED	94% ON TIME, ON BUDGET	25 CROSS-FUNCTIONAL TEAM
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PROFESSIONAL SUMMARY

PMP-certified IT Project Manager with 3.5 years of experience leading software, cloud migration, and infrastructure projects in Agile and hybrid environments. Delivered 18 projects with budgets up to \$4.5M and 94% on-time, on-budget delivery. Skilled in stakeholder management, risk and budget control, vendor management, and aligning technical teams to business goals.

CORE COMPETENCIES

Methodologies: Agile, Scrum, Kanban, Waterfall, Hybrid, SDLC

Management: Scope, Schedule, Budget, Risk, Change, Vendor

Tools: Jira, Confluence, MS Project, Smartsheet, Asana, Azure DevOps

Technical: Cloud Migration (AWS, Azure), ERP, ITIL, API Integration, SQL basics

PROFESSIONAL EXPERIENCE

IT Project Manager

Jun 2024 – Present

Peachtree Financial Services — Atlanta, GA

- Led a \$4.5M cloud migration of 60 applications to AWS across 4 teams and 25 members; delivered 3 weeks early and 8% under budget.
- Managed Agile delivery for a customer-portal rebuild (12 sprints), improving on-time sprint completion from 70% to 92%.
- Reduced project risk exposure by 35% by implementing risk registers, weekly RAID reviews, and stakeholder escalation paths.
- Negotiated and managed 3 vendor contracts totaling \$1.8M, securing \$210K in savings and improved SLAs.
- Reported status, KPIs, and budget forecasts to the CIO and steering committee, keeping 15+ stakeholders aligned.

Associate Project Manager / Project Coordinator

Jul 2022 – May 2024

Southern Tech Solutions — Atlanta, GA

- Delivered 11 IT projects, including ERP upgrades and network refreshes, with budgets from \$150K to \$1.2M.
- Built schedules, resource plans, and RACI matrices in MS Project and Jira, raising team utilization by 15%.
- Ran Scrum ceremonies for 2 development teams and coached members, improving velocity by 20% over 6 months.
- Introduced a change-control process that cut scope creep by 40% and unplanned rework by 25%.

SELECTED PROJECTS

- **ERP Upgrade (\$1.2M):** Coordinated 8 workstreams and UAT for 400 users; go-live with zero critical defects.
- **Service Desk Modernization:** Implemented ServiceNow, reducing average ticket resolution time by 38%.

EDUCATION

B.S. in Management Information Systems

2022

Georgia State University — Atlanta, GA

CERTIFICATIONS

Project Management Professional (PMP), PMI | Certified ScrumMaster (CSM) | ITIL 4 Foundation | PMI-ACP (in progress)