

LAUREN MCBRIDE

IMPLEMENTATION PROJECT MANAGER

CONTACT

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SKILLS

- Project Management
- Risk Management
- Jira
- Smartsheet
- Salesforce
- Agile
- User Acceptance Testing
- Project Management Tools
- Presentation
- Written and Verbal Communication

EDUCATION

Bachelor of Science

05/2017
University of Colorado Denver
Denver, CO
Business Administration

CERTIFICATES

Project Management Professional (PMP)

03/2020
Project Management Institute

Certified ScrumMaster (CSM)

08/2018
Scrum Alliance

SUMMARY

Implementation Project Manager with 9 years in SaaS delivery, managing enterprise rollouts of a field service management platform. Builds project plans, runs risk management and steering meetings, and tracks work in Jira, Smartsheet and Salesforce. Strong written and verbal communication with executive sponsors, with 41 go-lives delivered since 2021.

EXPERIENCE

Implementation Project Manager

02/2021 - Present

Front Range Field Software

Denver, CO

Field service management SaaS for utilities and HVAC companies.

- Manage **12** concurrent enterprise implementations worth up to \$1.2M each, from contract handoff to go-live.
- Deliver 93% of 41 go-lives on the date set at kickoff through weekly plan reviews with client leads.
- Run risk management reviews each week and present steering committee decks to client executives monthly.
- Track plans in Smartsheet, defects in Jira and account notes in Salesforce so sales and support see one status.

Implementation Consultant

06/2017 - 01/2021

Mile High Billing Systems

Englewood, CO

Billing software provider for utilities and telecom companies.

- Implemented billing software for 35 utilities and telecoms, configuring rates, invoices and payment channels.
- Led Agile sprints of 2 to 4 consultants on the 5 largest projects, with client demos every 2 weeks.
- Wrote test plans with 400+ cases and ran user acceptance testing with client billing teams.
- Cut post-launch tickets by 25% by adding a 30-day hypercare checklist to every project.