

Suzy Valdera

Project & Product Management

Profile

Results-driven Project and Product Management professional with 2 years of experience in successfully overseeing projects and developing innovative products from conception to completion. Adept at collaborating with cross-functional teams, managing resources, and implementing agile methodologies to ensure timely delivery and customer satisfaction. Demonstrated ability to identify market trends, optimize processes, and drive continuous improvement. Committed to delivering high-quality products that meet and exceed client expectations.

Employment History

Project Manager at The Home Depot, GA

May 2023 - Present

- Successfully managed a \$5 million store renovation project, resulting in a 15% increase in sales and improved customer satisfaction by 20%.
- Streamlined project management processes, reducing project delivery time by 25% and saving over \$1 million in annual operational costs.
- Implemented a new inventory management system across 10 Home Depot stores, leading to a 30% reduction in stock discrepancies and a 10% increase in overall inventory turnover.
- Led a team of 50 employees to achieve a 98% on-time project completion rate, surpassing company targets and contributing to a 12% increase in annual revenue.

Product Manager at Delta Air Lines, GA

Aug 2021 - Apr 2023

- Led the development and launch of a new mobile app feature that increased customer engagement by 35% and boosted in-app bookings by 20% within six months.
- Managed the successful integration of a third-party loyalty program, resulting in a 25% increase in loyalty memberships and a 15% increase in revenue from partner sales.
- Implemented data-driven product strategies that led to a 30% reduction in customer service call volume, saving the company \$2 million annually in support costs.
- Oversaw the redesign and optimization of the online booking system, which increased conversion rates by 40% and contributed to a 10% growth in overall online sales.

Education

Master of Business Administration in Project and Product Management at Georgia Institute of Technology, Atlanta, GA

Aug 2017 - May 2021

Relevant Coursework: Product Development, Project Management, Financial Analysis, Marketing Strategy, Operations Management, Business Analytics, Quality Management, Supply Chain Management, Agile Methodologies, and Risk Management.

Details

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Links

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Skills

Scrum

Agile

Kanban

Lean

Waterfall

Six Sigma

JIRA

Languages

English

Japanese

Hobbies

Collecting and analyzing industry trends

Building and experimenting with DIY electronics projects

Attending and participating in local tech meetups and conferences