
CRM PROJECT MANAGER RESUME

Russell Thomas
1179 Burwell Heights Road
Fort Worth, TX 76102
(333) 249-1415
Email : [email]

Career Goal:

CRM Project Manager with strong skills in Siebel, Oracle, NetSuite, Clarify and PeopleSoft seeking employment in your organization.

Technical Skills:

Extensive experience of CRM consulting in software products including:

- Siebel, Clarify, NetSuite
- Vantive, Oracle
- PeopleSoft

Quick and Brilliant in:

- SAP Project Management
- Constructing Request for Proposals

Adept in utilizing software packages like:

- Lyris HQ, ProClarity
- MS project
- Siebel sales

Strong Expertise in programming and scripting languages:

- PL/ SQL, Java
- Informatica, COBOL
- Siebel configuration

Database administration skills:

- SQL server, DB2
- Oracle

Thorough with Microsoft products:

- SharePoint, Dynamics CRM
- Project Server
- Visual studio

Highly competent in:

- PC troubleshooting
- Providing hardware and software solutions
- System administration

Immense abilities to:

- Initiate and drive process improvements
- Manage large scale projects including design, testing and validation
- Analyze system design and data

Relevant Experience:

CRM Project Manager
J. Crew Group, Inc.
January 2012 – Present
Fort Worth, TX

- Developed CRM project plans and conducted regular and accurate updates.
- Communicated with user management team for preparing cost effective CRM project proposals.
- Participated in team and client meetings to deliver presentations for further discussion.
- Provided regular CRM project status to management with essential technical documentation.
- Prepared technical design documents in collaboration with developers and architects team.
- Resolved system issues by proper escalation to concerned authority for efficient performance.
- Conducted successful negotiations with internal and external parties for CRM project completion.

- Coordinated with clients for necessary follow up regarding software processes and modifications.

CRM Project Manager
Tyler Technologies
November 2010 – January 2012
Lubbock, TX

- Trained and mentored CRM project teams including business analysts and external vendors.
- Provided functional transformation of business requirements and needs for technical team staff.
- Organized negotiations and discussions with external suppliers as per firm's cost structures.
- Prepared work schedules, timelines and budgetary constraints to achieve project quality.
- Suggested opportunities and improvements to adopt selling techniques and technological advancements.
- Performed quality and timely project delivery through collection and analysis of requirements.
- Integrated all phases and procedures of project development lifecycle and its implementation.
- Conducted business meetings with suppliers to produce high quality project specifications.

Educational Background:

Master's Degree in Information Technology
Valley City State University
August 2008 – May 2010
Valley City, ND

Professional Certification:

Salesforce.com Certified Administrator July 2010

[Build your Resume Now](#)