

PamelaTemplin

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Project specialist with 10+ years of experience in the technical industry. Aiming to leverage proven track record of problem-solving and planning skills in a role in project management. Consistently identifies strategies for process improvement; created system that reduced scheduling errors by 75%. Managed a \$100k firewall server and security solution rollout at an international financial institution, completing the project on-scope, early, and under budget. Highly effective communicator and successful negotiator with skills in customer and vendor management

SKILLS

- Project Scheduling
- Strategic Planning
- Stakeholder Management
- Negotiation
- Risk Assessment
- Budgeting
- Familiarity with Agile
- Familiarity with CI/CD
- Scrum Management
- Slack
- Basecamp
- Background with Linux
- Organization
- Detail-Oriented
- Problem-Solving
- Critical Thinking
- Excellent Written and Verbal Communication Skills
- Teamwork
- Creativity
- Adaptability
- G-Suite
- MS Office

SELECTED ACHIEVEMENTS

- **PeopleSoft:**
 - ➔ Decreased the number of harmful viruses impacting team servers by initiating and managing a project to scan all uploaded documents
 - ➔ Increased response times of intranet/extranet servers by ~200% through load balancer project
 - ➔ Decreased unauthorized traffic routed to intranet and extranet servers, increasing security
- **Convergence Technologies:**
 - ➔ Managed a \$100k firewall server and security solution rollout at an international financial institution, completing the project on-scope, early, and under budget
 - ➔ Initiated and developed customized training for clients and in-house network consultants on basic administration of security software which improved customer satisfaction, created better inter-department collaboration, and increased sales
 - ➔ Conducted all stages of several security audit projects for various clients increased revenue as a result of new sales of products and services
- **Sentinel Technologies:**
 - ➔ Reduced scheduling errors by 75% and improved sales after identifying and correcting problems with post-sales procedures that were causing delivery issues and negatively impacting customer satisfaction
- **Freelance Client:**
 - ➔ Produced and presented a comprehensive report detailing the flow of the client's data from when it was collected to when it was archived which allowed the company to improve its efficiency, data security, and equipment procurement
- **Embossed Graphics:**
 - ➔ Led rollout of a new CRM/Ordering system that yielded a 15% reduction of order errors and an increase in sales, by staying within budget and completing on-time
 - ➔ Introduced and headed training for all employees on software/hardware, increasing efficiency and reducing support tickets by 25%
- **Personal:**
 - ➔ Currently in study for CAPM exam
 - ➔ UC Irvine Project Management and SCRUMStudy Scrum Fundamentals certificates
 - ➔ Initiated, designed, and conducted a training program for home study parents

WORK EXPERIENCE

Volunteer [Horizons CIS & Home Study] **2006 - Present**

Site Council Chairperson (2016 - Present): Preside over and prepare agendas for Site Council meetings, assist in the formation of the Single Plan for Student Achievement (SPSA) and any relevant committees, and participate in the oversight of the SPSA budget

Workshop Designer & Instructor - Parents Series (2016 - 2018): Initiated, designed, and conducted a training program on a range of topics, including creating all presentations and all training materials; also produced video versions for those who couldn't attend, all of which increased parent confidence and improved student adjustment and performance

New Family Mentor (2012 - 2014): Assisted new families with any questions or concerns they had regarding the home study program and provided guidance for lesson planning and advice pertaining to home based learning

Workshop Designer & Instructor - Creative Writing (2008 - 2010): Designed and taught a creative writing workshop for middle school-aged, home study students; lessons included grammar, vocabulary, genres, storytelling, and critiquing

Newsletter Editor (2006 - 2009): Proofed student and parent submitted articles for content, length, and grammar, wrote original content when needed, and designed layouts for each issue

Site Council Member (2006 - 2008): As Site Council Member, my duties included: attending Site Council meetings, examining and helping to approve the Single Plan for Student Achievement (SPSA), participating in any relevant committees, and participating in the oversight of the SPSA budget

Technical Writer [Freelance] **2000 - 2016**

- Created scopes of work, training materials, evaluations, reports, diagrams, charts, and presentations for clients
- Defined project plans, set benchmarks, created schedules, and provided project status updates to clients
- Coordinated activities with internal employees and customers to complete all research on schedule

Technical Project Manager - Web Team [PeopleSoft, Inc.] **2000 - 2000**

- Oversaw projects from kick-off through to sign off by relevant team (including stakeholder management, research, project planning, procurement, scheduling, vendor relationships and negotiations, and documentation)

Systems Administrator [Embossed Graphics, Inc.] **1998 - 1999**

- Conducted training on software and hardware with all new employees
- Maintained and administered all server and network equipment

Security Consultant [Convergence Technologies, Inc.] **1997 - 1998**

- Coordinated and handled installations and integrations of firewall software and security solutions, conducted security audits, and also performed the roles of sales engineer and trainer

Planner/Scheduler [Sentinel Technologies, Inc.] **1997 - 1997**

- Coordinated planning and scheduling with customers, consultants, outside vendors, and supply for product delivery and installation in order to successfully complete client projects

EDUCATION

Ball State University, Muncie IN B.Sc (Honors College) | English and Education

University of California, Irvine Specialization Certificate | Intro to Project Management Principles & Practices

SCRUMstudy Certificate: Scrum Fundamentals | Certificate #592803