

# Pamela Templin

## Project Manager

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## SUMMARY

Project management professional with 10+ years of overall experience in the technical industry and a proven track record of planning and problem solving skills.

- Highly effective communicator and negotiator with skills in customer and vendor management
- Adept at being a dedicated advocate for customers, while also keeping goals and constraints in mind, to meet project deliverables
- Consistently identifies strategies for process improvement
- Talented at explaining technical things to non-technical people, tailored for their level
- Currently studying for the CAPM exam by PMI

*Key skills include:*

Project Management | Familiar with Waterfall, Six Sigma, and Agile Methodologies | Scrum | G-Suite MS Office | Detail-oriented | Training | Linux | Project Mgmt. Software - MS Project, Trello, JIRA  
Teamwork | Multi-tasking | Strong verbal & written communication skills

## WORK HISTORY

### **Horizons CIS**, Pleasant Hill, CA

*Site Council Chair*, 2016-Present

Preside over and prepare agendas for Site Council meetings, assist in the formation of the Single Plan for Student Achievement (SPSA) for 255 students and relevant committees, prepare reports and communications for parents and district level stakeholders, and participate in the oversight of the SPSA budget of \$46,000.

- Provide leadership to organize program improvement initiatives in this volunteer role
- Held several additional volunteer positions from 2000-2018 including: workshop designer & instructor, mentor, newsletter editor, and site council member

### **Freelance Technical Writer**

2000-2016

Created scopes of work, training materials, evaluations, reports, and diagrams for clients in short- and long-term contracts using excellent documentation skills. Developed presentations and materials for C-level customers. Defined project plans, set benchmarks, created schedules, and provided status reports to clients. Collaborated with clients to complete all research and documentation on schedule.

- Produced extensive report and 30-minute presentation that detailed the flow of organization's data from collection to system-activated archiving, allowing the company to improve efficiency, data security, and equipment procurement
- Created comprehensive 58-page developer's manual and updated the user's and administrator's guides for a wireless telecomm in a 4-month contract

### **PeopleSoft, Inc.**, Pleasanton, CA

*Technical Project Manager*, 2000-2000

Oversaw projects during the whole lifecycle from kick-off through to sign off (including business requirements definition, research, project planning, stakeholder management, procurement, scheduling, vendor relationships and negotiations, reporting, creating test plans and testing, and product documentation). Engaged critical and analytical thinking to design solutions.

- Decreased harmful viruses impacting team servers by initiating project to scan all uploaded documents to intranet and extranet team servers
- Increased response times of web team servers by ~200% with load balancer project

**Embossed Graphics**, Aurora, IL  
*Systems Administrator, 1998-1999*

Administered and performed maintenance for all UNIX server and network equipment, while also managing vendor relationships, contracts, and hardware/software purchase orders.

- 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 conducted training for all employees on software/hardware, increasing efficiency and reducing support tickets by 25%

**Convergence Technologies**, Oakbrook Terrace, IL  
*Security Consultant, 1997-1998*

Coordinated and handled installations and integrations of firewall software and security solutions, conducted security audits, and also performed the roles of project manager (especially requirements definition, project scope and planning, and project closure), pre-sales engineer and trainer.

- Managed a \$100k firewall server and security solution rollout project at an international financial institution, completing the project on-scope, early, and under budget
- Led a \$50,000 2-Factor Authentication project, collaborating with a 5-person team to manage resources, make all configurations, and conduct all testing

**Sentinel Technologies**, Downers Grove, IL  
*Planner/Scheduler-Projects, 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 within project budgets.

- Reduced scheduling errors by 75% after identifying and correcting problems with post-sales procedures that were causing delivery issues and negatively impacting customer satisfaction
- Conducted research with 15 current and prior customers to create project templates and metrics for KPIs to be analyzed and tracked
- Implemented formal risk management procedures to improve project performance and assist QA-Consulting maintain quality control and improve customer service ratings

## **EDUCATION**

- B.Sc., Ball State University, Muncie, IN
- Specialization: Intro to Project Management Principles & Practices, UC Irvine, CA
- Certificate: Scrum Fundamentals | Certificate #592803, SCRUMStudy