# HARRIET WINSTON

Program manager with 7+ years of experience creating scalable processes and data-focused programs. Previously managed budgets of over $15M and projects grossing $50M in revenue. Eager to join a competitive team to use my skills and talents to create innovative programs and processes.

## PERSONAL DETAILS


**Name**
Harriet Winston

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example@cvmaker.com

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## SKILLS

- Agile Methodologies ★★★★★
- Software Development and Testing ★★★★★
- Root Cause Corrective Analysis ★★★★
- Reliability, Availability, Maintainability ★★★★★
- Microsoft Excel & Visio ★★★★★

## WORK EXPERIENCE

Sep 2020 - Jun 2023

### Program Manager
ABC Company, New York City, NY

- Managed an annual budget of $10M+
- Reduced the number of customer support requests by 15% annually by updating documentation
- Set weekly, monthly, and annual goals for a state-wide program impacting over 500,000 people
- Developed comprehensive monitoring of resources, contingency plans, dependencies, issues, and ricks to remove 98% of roadblocks.

May 2016 - Sep 2020

### Program Manager
XYZ Corporation, Albany, NY

- Spearheaded overhaul of documentation for a 10% increase in employee performance skills.
- Lead a team of five professionals and conducted semi-annual performance reviews.
- Recommended 10 changes to a program plan based on an iterative feedback loop from stakeholders and customers.
- Oversaw program changes from inception to implementation for a 15% increase in customer satisfaction and annual retention of 10%.

## EDUCATION AND QUALIFICATIONS

2016

### Bachelor of Science Computer Science
University of New York, Albany, NY

## REFERENCES

ABC Company

**Maureen Banks**
Available on request

XYZ Corporation

**Spencer Deliotte**
Available on request

XYZ Corporation

**Yumi Spencer**
Available on request