

ABDALLA M. ABDALLA

EDUCATION

June 2019 **BACHELOR: INFORMATION TECHNOLOGY**, Green River College, Auburn

Aug 2013 **BACHELOR: BIOCHEMISTRY**, University of Washington, Seattle

CERTIFICATION

IN PROGRESS: March 2020 **CERTIFIED ASSOCIATE IN PROJECT MANAGEMENT**, PMI

PROFESSIONAL EXPERIENCE

Aug 2019 – Present **CUSTOMER SUCCESS SUPPORT, Accumula, Tacoma, WA**

- Accumula is a SAAS Startup that help large businesses integrate their systems, maximize their sales, and help make better business decisions
- I am the subject matter expert regarding business-focused enterprises to help make business decision, proactively identifying risks and I work with their team or team leaders to develop business strategy plans
- Wrote technical documentation using Confluence to define processes for customers and stakeholders on workflow changes with the technology
- Work closely in a cross-functional team of sales, support, software developers, and management to ensure project are on track using JIRA and participate/create procedures for key processes

May 2017 – July 2019 **PROJECT MANAGER, Green River College, Auburn, WA**

- I managed multiple large software projects used by staff and students in a large university setting at Green River College managing deadlines with adaptability and flexibility
- Responsible for the preparation of status reports using MS Project and communicated project health to senior management, project sponsors, and project teams
- Promoted a culture of collaboration, cooperation, personal interaction, and user liaison with students, college staff, college departments and external stakeholders to support and to make changes within our projects and deliver complete projects
- Used common Project Management tools (MS office tools, Visio, Trello, JIRA, and others) and Agile/Waterfall methodologies to keep projects on track

Sep 2018 – June 2019

DATA ANALYST, Tapped Technologies, Auburn, WA

- Implemented an analytical dashboard to show live information for clients where customers sales are located in the stadiums
- Created spreadsheets and presentations using common Project Management tools (MS office tools, Trello, and MS Visio) and presented them to clients to improving accuracy of timelines deliverables on features and results
- Collected and create use cases, project requirements, test cases and other documentation in support of agile development methodologies
- Lead the development of integrated timelines/deadlines using Trello and JIRA

SKILLS & ABILITIES

- Knowledge of using project management tools including JIRA, Trello, MS Project, and MS Visio
- Development knowledge to create modern websites and mobile UI for great user experience
- Highly organized to make sure projects are on track working with cross functional teams of management, developers, and support teams