



Ngoc Ballard

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SUMMARY

Dynamic Senior Project Manager with over 8 years in software development. Expertise spans Agile and traditional methodologies, managing high-stakes projects from initiation through delivery. Adept at leading cross-functional teams with a focus on aligning project outcomes to strategic goals. Proficient in risk management, budget oversight, and stakeholder communications. Passionate about promoting Agile practices to enhance productivity and project transparency. Recognized for fostering collaboration among teams and engaging stakeholders effectively, which has led to smooth project execution and robust customer onboarding. Committed to continued professional growth and enhancing team performance.

EXPERIENCE

Senior Project Manager

January 2020 - Present

Tech Solutions Inc.

Chicago, IL

Lead the successful execution of multiple concurrent software development projects at Tech Solutions, overseeing aligned strategies and execution timelines. Collaborated intensively with business units and tech teams, ensuring clear definition of scope and deliverables tailored to client needs. Focused on team empowerment through regular Agile ceremonies, fostering a culture of transparency and continuous improvement.

- Facilitated weekly sprints and retrospectives, driving team performance and clarity in project velocity.
- Utilized Jira for tracking progress, enabling proactive identification of potential roadblocks.
- Implemented process improvements that streamlined project workflows, enhancing overall efficiency.
- Managed budgeting processes, analyzing variances to ensure financial compliance and tracking projections effectively.
- Developed comprehensive status reports, improving communication across executive levels and aligning project goals.
- Mentored junior project managers in agile visualization techniques, resulting in improved project ownership.

Project Manager

June 2016 - December 2019

Innovatech Solutions

Seattle, WA

Directed full project lifecycles supporting innovative software initiatives at Innovatech Solutions. Primarily liaised between technical staff and product owners to articulate and align priorities and deliverables, ensuring project goals featured prominently in discussions. Built strong relationships with cross-discipline teams, contributing to significant improvements in both process and delivery speed.

- Orchestrated project plans consistent with strategic objectives, contributing to measurable advancements in delivery times.
- Actively synthesized feedback from stakeholders during reviews, unlocking pathways for procedural enhancements.
- Fostered meaningful training sessions promoting Agile understanding within the operational framework, boosting team collaboration.
- Generated thorough documentation for audit compliance, keeping all records formatted according to organizational standards.
- Regularly presented updates to senior leaders, providing insights that shaped project priority decisions.
- Engaged in meticulous stakeholder meetings aimed at optimizing project scope and addressing emerging concerns.

LEADERSHIP & AWARDS

- Recognized as Employee of the Quarter at Tech Solutions for outstanding leadership and project outcomes.
- Received Best Team Collaboration Award at Innovatech Solutions, promoting interdepartmental synergy.

EDUCATION

Bachelor of Science in Information Technology

2015

University of Illinois GPA: 3.6

Champaign, IL

Coursework: Software Development, Project Management, Agile Methodologies, Data Structures

CERTIFICATIONS

- PMI Project Management Professional (PMP) 📅 2020
- Certified ScrumMaster (CSM) 📅 2021

TECHNICAL SKILLS

- **Project Management Tools:** Jira, Asana, Microsoft Project
- **Communication Platforms:** Slack, Zoom, Microsoft Teams

- **Development Practices:** Agile, Scrum, Waterfall
- **Reporting Software:** Excel, Google Sheets, Tableau
- **Documentation Tools:** Confluence, SharePoint, Microsoft Office
- **Risk Assessment Methods:** Qualitative Analysis, Quantitative Analysis, Risk Register
- **Performance Metrics:** Burn-up Chart, Burndown Chart, Velocity Tracking
- **Collaboration Software:** Trello, Monday.com, Basecamp
- **Financial Management Tools:** QuickBooks, SAP, Oracle Financial Services
- **Compliance Standards:** ISO, ITIL, Sarbanes-Oxley

SKILLS

- Project Management
- Stakeholder Communication
- Microsoft Office
- Team Leadership
- Agile Methodologies
- Budget Management
- Jira
- Communication
- Scrum
- Continuous Improvement
- Confluence
- Regulatory Compliance
- Risk Management
- SDLC
- Kanban
- Customer Onboarding

PROFESSIONAL AFFILIATIONS

- Active Member of the Project Management Institute (PMI), enhancing network opportunities and staying current with best practices.
- Member of Agile Alliance, dedicated to advancing understanding of Agile methodologies in local communities.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST