

Jordan Smith

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Professional Summary

Results-driven professional with 7+ years of experience in project management and communications, now seeking to leverage core strengths in leadership, collaboration, and problem-solving in a new career in User Experience (UX) Design. Recognized for adaptability, cross-functional teamwork, and creative approach to process improvement.

Core Competencies

Project Management
Stakeholder Engagement
Process Optimization
User Research
Wireframing
Workshop Facilitation
Data Analysis
Team Leadership
Visual Communication

Selected Achievements

- Directed project teams of up to 10 members, delivering complex marketing campaigns on time and under budget.
- Streamlined onboarding process, reducing ramp-up time for new hires by 30% through improved training resources.
- Developed and presented user research findings to senior leadership, influencing product development strategy.
- Facilitated client workshops to gather input, resulting in enhanced client satisfaction and project clarity.

Professional Experience

Project Manager, *Acme Marketing Solutions* 2019 – Present

- Led cross-functional teams in executing client campaigns, ensuring alignment with business goals.
- Conducted market research to identify user needs and inform campaign strategies.
- Implemented Agile methodologies, improving team productivity by 25%.

Communications Specialist, *Metro Non-Profit* 2016 – 2019

- Designed and distributed multi-channel communications, increasing donor engagement by 18%.
- Introduced stakeholder feedback loops to enhance program delivery and impact reporting.

Education & Training

UX Design Certificate – Coursera, 2024

B.A. in Sociology – State University, 2015