

Alexandra Chen

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New York, NY

PROFESSIONAL SUMMARY

Accomplished professional with 20+ years of progressive experience in project management, operations, and client service within technology and financial sectors. Proven track record of leading cross-functional teams, managing complex initiatives, and delivering results under tight deadlines.

WORK EXPERIENCE

Senior Project Manager

2016 – Present
Innovatech Solutions, New York, NY

- Directed 30+ cross-functional teams in delivering enterprise SaaS products on time and within budget.
- Spearheaded process improvements, reducing project cycle times by 22%.
- Managed key client relationships, resulting in 40% increase in contract renewals.

Operations Manager

2012 – 2016
FinWise Associates, New York, NY

- Supervised daily operations for a department of 30+ staff, overseeing hiring, training, and performance management.
- Implemented workflow enhancements that saved \$100K annually.

Project Coordinator

2008 – 2012
NextGen Technical Consulting, New York, NY

- Assisted Project Managers in scheduling, budgeting, and resource allocation across multiple concurrent projects.
- Established reporting frameworks to improve project transparency and communications.

EARLIER EXPERIENCE

Account Specialist

2004 – 2008
RapidGrowth Bank, New York, NY

- Managed portfolio of high-value accounts ensuring compliance and satisfaction.
- Developed analytical reports for management decision-making.

Client Service Associate

1999 – 2004
Metro Financial, New York, NY

- Supported daily client inquiries and resolved account issues.
- Recognized for outstanding service and recipient of the 2003 Service Excellence Award.

EDUCATION

B.S. in Business Administration, New York University

CERTIFICATIONS

PMP – Project Management Professional
Lean Six Sigma Green Belt

SKILLS

Project Management
Process Improvement
Cross-functional Leadership
Strategic Planning

Client Relations
Data Analysis
Budgeting
Microsoft Office, JIRA, Salesforce