

# Christian Kwiers, PMP®

## Project Management Professional

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### CORE COMPETENCIES

- Client Relationship Management
- Strategic Planning
- Project Management
- Team Leadership
- Risk and Issue Management
- Adaptability to different work and cultural settings
- Data-driven mindset
- Quality Management
- Public Speaking
- Learning and Development
- Supplier Management

### TOOLS

- SmartSheet
- JIRA
- Salesforce
- Microsoft Projects
- Microsoft Visio
- Microsoft PowerPoint
- Microsoft Excel
- Microsoft Word
- Think-Cell
- WideOrbit

### COURSES

- 2017: Project Management - Project Management Academy
  - Project Integration
  - Project Cost Management
  - Project Quality Management
  - Project Risk Management
- 2016: Data Analytics – General Assembly
  - Advanced Microsoft Excel
  - Tableau
  - SQL
- 2017: Product Management – General Assembly
  - Product-Market Fit
  - User Stories
  - Agile Project Management
  - Wireframing

### LANGUAGES

- English: Fluent
- Spanish: Native
- Italian: Intermediate
- Portuguese: Intermediate

### SUMMARY

Value-oriented Project Manager (PMP®) with strong leadership, and relationship-building skills, specialized in SaaS waterfall implementation, Operations Management, Process Improvement, Strategic Planning and Execution.

### WORK EXPERIENCE

Feb 2021 - Current	<b>Senior Project Manager, Professional Services</b> Sprinklr <ul style="list-style-type: none"><li>• Managing client-facing SaaS implementation projects in Spanish, Portuguese, and English.</li><li>• Supervising project-specific resources, documenting and raising risks in a timely manner, identifying/executing mitigation actions, preparing project status reports for client and internal executive audiences, overseeing the client temperature throughout the project, and directing the profitability of the project.</li><li>• Awards: Project Manager of the Quarter for the Americas region - Q3 2021.</li></ul>
Aug 2019 - Feb 2021	<b>Client Engagement Manager</b> Amobee Inc. <ul style="list-style-type: none"><li>• Act as the customer-facing Project Manager responsible for the planning and rollout of Amobee's TV audience targeting solution for broadcast and MVPD client accounts.</li><li>• Implement a process for the deployment of platform custom development functionalities for strategic accounts.</li><li>• Serve as the first-tier point for all client inquiries, platform feature requests, escalations, and product roadmap prioritization</li><li>• Collaborate with Product Management to define the scope of platform enhancements, and worked with the client to ensure alignment.</li></ul>
Jun 2014 - Jul 2019	<b>Ad Sales Operations &amp; Advanced TV Analyst</b> Univision Communications Inc. <ul style="list-style-type: none"><li>• Acted as Project Manager to lead the planning, implementation, execution and monitoring of high-visibility Ad Sales solutions to streamline cross-functional processes and/or generate incremental revenue:<ul style="list-style-type: none"><li>◦ Monetization on Univision's Video On Demand (VOD) through Dynamic Ad Insertion (DAI)</li><li>◦ In-Video 2D and 3D virtual branded integrations in pre-recorded prime time content across linear TV, digital and VOD</li><li>◦ TV and Radio spot attribution modelling for Univision's Local Markets</li></ul></li><li>• Administered Salesforce modules used by Sales to forecast and track revenue, inform of incoming RFPs, document digital and linear campaign executions and audit business development activities</li><li>• Led the implementation of an issue tracking and reporting system for the company's Radio, Network and Local Media Traffic teams</li><li>• Processed order and advertiser level separation requests in WideOrbit</li><li>• Gathered and analyzed business requirements and performed user acceptance tests prior to releasing Sales-directed solutions into production phase</li><li>• Led Programmatic training sessions for clients and Account Executives</li></ul>
Jul 2012 - Jul 2013	<b>Planner Buyer Senior Analyst</b> Dell Inc. <ul style="list-style-type: none"><li>• Audited, approved and analyzed purchase requisitions for Brazil and all Marketing-related expenses for Panama, Mexico, United States and Canada</li><li>• Managed user guidance procedures, creation and update of supplier catalogs and process standardization of Brazil's vendor onboarding operations</li></ul>
Apr 2011 - Jul 2012	<b>Post Sales Analyst</b> Dell, Inc. <ul style="list-style-type: none"><li>• Oversaw post sales processes for 3rd party software in Latin America (including Brazil), being the point of communication between Sales, Customer Care and licensing distributors</li><li>• Implemented performance metrics and reports for the position</li></ul>
Dec 2009 - Jun 2010	<b>Intern - Academic Excellence Program</b> Panama Canal Authority <ul style="list-style-type: none"><li>• Created and maintained departmental forms to improve the control of the safety equipment inventory;</li><li>• Supported purchasing and procurement procedures, including direct relationship with suppliers.</li></ul>

### EDUCATION AND CERTIFICATIONS

Jan 2017 - May 2018	<b>Project Management Professional Certification</b> Project Management Institute
Mar 2015 - Sep 2011	<b>B.S. Industrial Engineering</b> Technological University of Panama

### ACTIVITIES

2017 - 2018	<b>New York Chapter Lead and Steering Committee Member</b> eMERGE - Univision's Employee Resource Group for Young Professionals and their advocates
2009 - 2012	<b>Co-Founder and President</b>

