

# JACLYNN NAVARRO

## PROFESSIONAL SUMMARY

Accomplished Project Manager with a proven track record at adept in project planning and stakeholder communications. Safety first mentality with experience in root cause analysis. Excelled in leading cross-functional teams to deliver high-quality projects on time, enhancing customer satisfaction and operational efficiency.

Skilled in advanced Excel functions and critical thinking. Professional leader and dedicated problem solver. BA in communications. MS in Operations and project Management. I brings 5 years of operations and project management expertise and 10 years in customer service. Attention to detail with focus on operations, coordinating projects, programs and continuous improvements.

## SKILLS

- Project Management
- Project planning and development
- Client Relations
- Stakeholder Communications
- Contract Management
- Critical Thinking
- Project Planning
- Project Scheduling
- Staff Management
- Scope Management
- Safety and Root cause Analysis
- Advanced Excel spreadsheet functions

## WORK HISTORY

**PROJECT MANAGER** 05/2024 to Current  
**Schindler Elevator Corporation**, Sacramento, CA

- Successfully managed multiple projects simultaneously by prioritizing tasks according to urgency, resource availability, and alignment with organizational goals.
- Established effective communication among team members for enhanced collaboration and successful project completion.
- Developed comprehensive project plans with clear timelines, milestones, and budget requirements, ensuring timely delivery of high-quality results.
- Coordinated with cross-functional teams to resolve project issues and mitigate risks.

**EXECUTIVE TEAM LEAD** 01/2023 to 05/2024  
**Target**, Sacramento, USA

- Lead and manage service and engagement for store team, ensuring optimal customer experiences
- Maintain accurate schedules for hourly reports
- Oversee team of employees, providing guidance, support, and direction to ensure successful execution of store operations
- Collaborate with senior management to develop and implement strategic plans and

initiatives for store

- Ensure store operates efficiently and effectively by implementing and maintaining operational standards and processes
- Drive sales growth and achieve financial targets by monitoring sales trends, analyzing data, and implementing strategies to maximize revenue and profitability
- Demonstrate flexibility to meet Real-Time Adherence (RTA), Order Pick Up/Delivery Units (OPU/DU), and Same-Day Services (STS) while upholding standards
- Global Store data analytics

#### **OPERATIONS MANAGER** 01/2021 to 01/2023

**Amazon**, Sacramento, USA

- Assessed production levels, quality criteria, and maintenance procedures to identify and resolve operational issues while achieving set targets
- Strategized operational plans to align with predetermined schedules, taking into account order requirements and business projections
- Engaged with technical and administrative teams to create and execute effective corrective strategies
- Evaluated supplies and product inventory to detect any concerns regarding quality and quantity, promptly returning unsatisfactory materials to vendors
- Provided comprehensive training to newly hired personnel, covering job responsibilities, company policies, and safety protocols to ensure swift onboarding
- Conducted research initiatives to investigate and resolve shipping errors and packaging discrepancies
- Enhanced outputs and improved overall quality by managing and coordinating large-scale organizational workflow processes and implementing strategies
- Utilized warehouse management software to reconcile daily inventory records
- Maintained meticulous records of inventories and merchandise inventory transactions
- Oversaw and managed the onboarding and training process for groups of up to 30 associates at a time, on a recurring basis of approximately every three weeks
- Successfully trained and mentored total of 1500+ associates over a span of two years
- Uphold precise and current documentation and records, incorporating latest data to mitigate processing and delivery errors
- Steered troubleshooting activities to resolve product-related issues

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#### **EDUCATION**

**Southern New Hampshire University**, Hooksett, NH

**Master of Science**, Project Management and Operations, Graduation 06/2025

- Consecutive honor roll

**UC San Diego**, La Jolla, CA

**Bachelor of Arts**, Communication, 06/2019

- Department honors with High Distinction

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#### **CERTIFICATIONS**

- CPR and AED
- Real Estate Agent
- ServSafe Food Management
- Black Belt Six Sigma (In Progress)
- PMP: Project Management (In-Progress)

LANGUAGES

