


ANA MARIA BYNOE

ASSISTANT PROJECT
MANAGER/TRAINING
MANAGER

CONTACT: [LINKEDIN](#)

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 Charlotte, NC 28215

TECHNICAL SKILLS

- Servers, Storage, Networking (LAN/WAN, VPN, Remote Access)
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Access, Project, FrontPage)
- Prolog, Timberline Office, QuickBooks (A/P, A/R, Payroll)
- Help Desk Systems: Zendesk, Salesforce
- Project & Collaboration Tools: Confluence, JIRA, Kanban, Agile, Scrum
- Database Administration & Basic Networking
- Learning Management Systems (LMS)

PROJECT MANAGEMENT

- IT Project Management
- Change & Expectation Management
- Stakeholder Engagement
- Process Optimization & Scaling
- Program Development & Execution
- Quality Assurance

PROFESSIONAL SUMMARY

An accomplished Training Manager with a robust background in technical customer onboarding. Expert in project management and customer success metrics. Skilled in translating customer needs into successful training strategies, enhancing customer relationship management, and minimizing churn through effective coaching and mentoring.

EXPERIENCE

May 2024 - Present

Training Coordinator - Technical Support Specialist

HITS by Andreoli

- Assisted end users in navigating and troubleshooting proprietary software
- Resolved client inquiries via email, chat, and phone
- Updated all ongoing maintenance issues into the service tracking system, logging detailed reports of issues and collaborating with escalation teams to guarantee timely reporting and response
- Maintained working knowledge of the cataloged problems to verify awareness and created alternative solutions

September 2021 - May 2024

Training Manager - Technical Customer Onboarding

SteepRock, Inc

- Led onboarding for over 200 customers, reducing time-to-value by 9 days through streamlined implementation planning and tailored reinforcement.
- Designed and executed end-to-end training programs, increasing product adoption by 35%, tailored to diverse customer needs for more than 200 customers, leveraging project management best practices to meet deadlines and quality benchmarks.
- Acted as a trusted advisor on product functionality and training solutions, enabling customers to align execution with business goals and improving onboarding satisfaction to 85%.
- Utilized ServiceNow for managing onboarding workflows, documenting technical issues, and tracking resolution status across project implementations.
- Partnered with internal teams – including Client Services, Customer Success, and Sales – to drive a 15% boost in customer retention through value-focused training.

CUSTOMER SUCCESS

- Customer Onboarding & Training (Live & Virtual)
- B2B Enterprise SaaS Implementation
- Customer Risk Identification & Retention (Churn Prevention)
- Analyzing Customer Success Metrics
- Generating Demand & Upselling
- Customer Service & Inquiry Resolution

INSTRUCTIONAL SKILLS

- Course Development & Technical Training
- Group Training & One-on-One Mentoring
- Coaching & Team Development
- Presentation Design & Delivery
- Translating Technical Concepts for Non-Technical Audiences

CORE STRENGTHS

- Analytical Thinking & Data Analysis
- Strong Organizational Skills
- Attention to Detail
- Creative Problem-Solving
- Passion, Curiosity, and Resourcefulness
- Building Business Connections

LANGUAGES

- **Spanish**
Intermediate

- Escalated and resolved implementation roadblocks, leading to a 15% increase in CSAT scores across newly onboarded clients.
- Managed operations remotely while fostering an inclusive team environment and sustaining in-person relationship building through occasional on-site visits (up to 20% travel).

July 2021 - September 2021

Technical Support Specialist

Whip Around

- Assisted users with proprietary software navigation and troubleshooting.
- Resolved client inquiries via email, chat, and phone.
- Logged detailed reports of ongoing issues and collaborated with escalation teams.
- Maintained awareness of cataloged issues and created alternative solutions.
- Handled account maintenance, upselling, and developed customer relationships to reduce churn.
- Provided high-quality assistance by addressing application inquiries, processing service requests, incorporating user suggestions, and resolving customer complaints.
- Researched complex situations, set client expectations, and defined necessary actions to resolve inquiries promptly.

January 2018 - January 2021

Technical Support Specialist

BI-TEK, LLC

- Served as the primary point of contact for clients seeking technical assistance and training on proprietary tax assessment software.
- Executed SQL updates to accommodate client-requested database changes.
- Developed and revised user manuals to improve clarity and usability.
- Configured database servers and migrated both applications and data to new environments.
- Conducted quality assurance testing and managed process improvement initiatives.
- Managed client requests and expectations for timely resolution.
- Led all projects for client solutions, ensuring commitments were met.

January 2013 - January 2018

Sr. Client Solutions Manager / Technical Support

SteepRock, Inc

- Delivered remote support for medical scientific engagement tracking software to ensure consistent system performance and user satisfaction.

- Maintained and developed successful client relationships.
- Defining project scope, specifications, and estimates led to over 20 projects in four years.
- Monitored project commitments to exceed SLA timelines and increased company budget through upselling.
- Developed team talent through training plans and managed team transitions.
- Resolved global client issues and liaised with development for swift software issue resolution.
- Assisted with the daily supervision of a Client Solutions team of up to six employees.

EDUCATION

Expected graduation 2026

Bachelor of Science (B.S.) in IT Project Management

Southern New Hampshire University, Manchester, NH, US

Expected Graduation: 2026

Completed Coursework Toward A.A.S., Construction Technology

MONROE COMMUNITY COLLEGE - Rochester, NY

2001-2003

CERTIFICATIONS

- Generative AI Fundamentals - Databricks
- Project Management Professional (PMP) – PMI (in progress)

REFERENCES

References available upon request