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MELITA CARTER

SCRUM MASTER | PROJECT MANAGER

PROFILE

- Empathetic communicator with the unique ability to speak to customers thoughts by paying close attention to tones and fluctuations that indicate confusion, frustration or misunderstandings in their voices. To provide a comfortable conversation with an array of people and abilities.
- High technical aptitude with the ability to learn software programs and train others.
- When implementing new programs for stakeholders I translate technical ideas for non-technical audiences.
- Self-starter that continuously takes initiative by creating and scaling programs to expand my current company's audience reach and create other revenue streams.
- Highly organized candidate. I keep several calendars for multiple projects to ensure all things are in order and no deadlines are missed or delayed.

TECHNICAL SKILLS

Hubspot
Trello
Zoho
All Google Products
Microsoft Office
Salesforce

TECH STACK:
HTML/CSS
JavaScript

AWARDS

Recipient of the 2019 Dr. Carol Kelly Newcomer of the Year Award for early achievements and contributions to the child and youth care field.

CONTACT

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RELEVANT PROFESSIONAL HISTORY

2020 CUSTOMER SUCCESS/IMPLEMENTATION SPECIALIST

Earthwave Technologies | June 2020 - Current
- Maintain customer satisfaction through strong customer success management and strong consulting skills.
- Strategically develop and maintain positive client relationships at all organization levels with existing corporate accounts.
- Keeping customers informed of process and procedural changes.
- Working knowledge of computer applications such as Microsoft Office and Salesforce.com.
- Energetically facilitate customer onboarding product trainings with a 100% customer satisfaction rating.
- Maintain a superb ticketing and task system within Hubspot and Trello platforms.
- Develop success plans for customers that outline their critical success factors, metrics for success, potential issues, and provide recommendations.

2020 PROJECT MANAGER

Code Black Indy.org | Aug 2020 - Current (contractor)
- Define timelines, budgets, KPIs, deliverables, and milestones; allocate resources using the agile tenets.
- Partner with key stakeholders to identify and execute cross-functional goals.
- Create progress reports and monitor program data to assess efficiency.
- Direct project management initiatives from conceptualization through development, implementation, and management.
- Energetically motivate cross functional teams to build team rapport and foster teambuilding, communication, and collaborative support.

2020 ECONOMIC JUSTICE DIRECTOR/PROGRAM FACILITATOR

Peace Learning Center | Aug 2014 - Present
- Managed a small team of 3-4 people to produce projects and implement programs for companies.
- Executed a plan to increase the efficiency of company's meetings, project delivery, and program implementation by 50%.
- Troubleshoot customers and stakeholders concerns with a 100% satisfactory rating from customers and stakeholders.
- Successfully implemented curriculum in (4) districts to over 700+ participants. This program generated $55k+ in revenue for the company and received a 100% successful feedback rating from participants and key stakeholders.
- Energetically led implementations training for all of the company's programs to full staff, executive teams, and student groups from (9-100) people, consistently receive a 99% satisfaction feedback from surveys conducted.
- Developed strategic and meticulous customer retention and engagement plans that identify new customer segments with effective ways of engaging current customers.

EDUCATION

2019
Scrum Alliance Certified Scrum Master (CSM)

2019
University of Maryland Applied Scrum for Project Management

2011
Vincennes University Associates Degree in General Studies

COMMUNUITY LEADERSHIP

2019-Present
Advisory Board Member
Central Indiana Community Foundation

2019-Present
Board Member
Thrival Indy Academy

2019-Present
Leadership Team Member
Out in Tech: Indy Chapter