Tiffanie Pierson

Program Manager

Waxhaw, NC

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Professional summary

Program Manager with over 7 years of experience excelling at spearheading cross-functional teams to deliver groundbreaking projects within the technology sector. With a strong foundation in program and project management, I've developed a track record of enhancing operational efficiency and nurturing collaborative environments. Looking ahead, I am committed to driving future advancements in project execution and team development, utilizing strong presentation and coaching skills to inspire and realize organizational ambitions.

Employment history

Bridge Partners | Azure AI Marketing GTM - Consultant II

2023 - Present

- Oversees the customer evidence process from nomination to publishing, ensuring seamless execution.
- Innovatively consolidates information via tracking documents, email templates, and SharePoint database, establishing process efficiency.
- Optimized customer evidence process, strengthening Azure AI Marketing impact.
- Streamlined the Azure AI portfolio projects, ensuring execution and impactful customer stories.
- Facilitated cross-functional teamwork, amplifying Azure AI marketing efficiency and outcomes.
- Enabled team success in Azure AI marketing by fostering cross-functional collaboration and process improvements.

Bridge Partners | SMC Business Applications - Consultant II

- Steered SMC Business Applications programs, ensuring seamless operations and regular updates.
- Implemented innovative communication strategies, enhancing business rhythm and stakeholder engagement.
- Monitored project metrics, driving significant enhancements in process accuracy.
- Executed detailed project plans, leading to timely delivery and improved stakeholder satisfaction.
- Championed the adoption of new tech tools, driving project success and team collaboration.
- Led cross-functional teams to exceed project targets through strategic planning and execution.

Bridge Partners | SMC & DS Skilling - Consultant II

2022 - 2023

- Drove SMC & DS Skilling community programs, achieving significant reach across 12 regions.
- Leveraged SharePoint for internal communications, promoting a collaborative work environment.
- Enhanced global community events and onboarding efficiency through leadership in Skilling programs.
- Conducted in-depth project analysis, driving enhancements for team evolution and wider audience reach.
- Aligned cross-functional teams towards common project milestones through bi-weekly updates.
- Initiated process improvements, expanding program reach and scalability.

Madison Capital Group Holdings, LLC | Director of Training and Development | Charlotte, NC

2022 - 2023

- Conducted needs analyses, developed strategic solutions, improving workforce productivity.
- Implemented dynamic training programs, fostering managerial leadership.
- Reduced onboarding time by 30% via strategic training modules.
- Boosted program effectiveness by 25% through training metrics overhaul.
- Initiated cross-functional training, filling skill gaps and enhancing team agility by 20%.
- Enhanced training content accuracy, achieving a 98% employee satisfaction rate.

Gilbert Public Schools | Education Specialist | Gilbert, AZ

2019 - 2022

- Supervised staff, fostering professional growth and meeting curriculum objectives.
- Boosted school efficiency by refining testing methods and enhancing communication.
- Ensured 50+ clubs and committees' projects aligned with budget and timelines.
- Developed and executed an onboarding program for Global Academy, improving project timelines.
- Implemented strategic enhancements to Global Academy's processes, improving information dissemination and administrative support.
- Streamlined administrative processes, cutting paperwork time by 30% and boosting efficiency.

Microsoft Corporation | M365 Core, Business Operations Administrator | Redmond, WA

2017 - 2018

- Efficiently managed a 400+ engineer team's budget, ensuring optimal resource allocation and project timeline adherence.
- Successfully managed the team's budget and headcount, enabling clear tracking and allocation of resources to assigned programs.
- Devised individual and group timelines, proactively identifying, and mitigating potential bottlenecks in project/program processes.
- Enhanced Rhythm of the Business processes by providing detailed support, ensuring smooth leadership meetings and strategy reviews.
- Led an international recruitment event in Ghana, coordinating logistics and negotiating with vendors, further strengthening the team's global presence.
- Organized an internal conference, Substrate Day, managing logistics for over 1000 attendees, showcasing excellent planning and organizational skills.
- Served as a Hackathon Team Lead, securing 1st place in an Executive Sponsored hack, demonstrating strong leadership and problem-solving skills.

Education

Northern Arizona University, Flagstaff, AZ | Master's Educational Leadership
Texas Woman's University, Denton, TX | Master's in Business Administration, General Management
The University of Houston, Houston, TX | Bachelor of Arts in English

Skills

Problem Solving	**Project Management**
Program Management	**Relationship Development**
Training Design & Delivery	**Data Management**
Public Speaking	**Internal Communication**
Stakeholder Engagement	**Project Metrics Monitoring**

Certifications

Generative AI Overview for Project Managers

Scrum Master