

Project Manager, Customer Service, and Support

Required Skills and Responsibilities

- 5+ years in financial services with an emphasis in Project Management Experience leading sophisticated organizational change initiatives with resource and schedule constraints with 2+ years in a post-merger integration project management.
 - Strong familiarity with financial services
 - Power user of PM tools & techniques (MS Projects).
 - Be able to act as a strategic liaison, project leader, and communicator with all project stakeholders
 - Strong written and oral communications skills to include the ability to articulate problems and solutions clearly, to conduct brainstorming sessions, etc.
 - Strong partnership and influencing skills across all levels.
 - Curiosity, can-do attitude, and the ability to learn quickly and thrive in a complex, dynamic environment.
 - Ability to manage multiple projects that vary in scope and complexity simultaneously.
- Understand integration efforts and help build out workstreams and identify key areas of risk/integration change management.
 - Creating and tailoring detailed integration plan based on specific criteria and circumstances of workstream.
 - Proactively identify and problem solve for potential dependencies and complexities that may arise in integration process.
 - Develop timeline cross-track collaboration, handle partnerships, and influence the timeline of results.
 - Work cross functionally with diverse groups and functions in concert with integration counterparts.
 - Manage and direct aspects of the project life cycle.
 - Coordinate execution of all aspects of integration plan for initial start and beyond.
 - Communicate status of program and project results, ensure timely delivery of accurate project reporting.
 - Identify, mitigate, and manage issues and risks; ensure awareness, appropriate escalation, and resolution.
 - Clarify scope, objectives, outcomes, milestones, and dependencies; Recommend tactical and strategic actions that will deliver on goals and objectives.
 - Prepare materials and seek answers to outside integration questions used to assist in facilitating decisions at the executive level.
 - Hold team members accountable for execution of specific integration deliverables.
 - Problem solve for potential hurdles to ensure targets and deadlines are met.
 - Manage and escalate issues as required; continuously identify dependencies and project risks.
 - Create and help update relevant integration and tracking documentation to keep steady progress.
 - Regularly update senior stakeholders or senior management on progress as required.