

# April Copes

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## PROFILE

Performance-driven Project/Product Manager with success in developing and implementing technology projects that enhance an organization's service offering. Cross-functional skillset with proven success in both **project management** as well as **product management**.

A key player in developing, tracking, and communicating technology projects' progress and execution through their entire lifecycle. Experienced in defining project scope, managing the execution of deliverables, and ensuring timely resolution of project roadblocks.

A polished communicator and business partner to all levels of leadership. Team driven and adaptable, responding quickly and energetically to change.

## EXPERIENCE

### Product Manager | Front End Developer

Professional Labor Mgmt., LLC 📅 09/2019 - Ongoing 📍 New York, NY

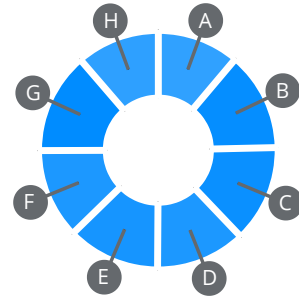
Professional Labor Management is a high-end professional staffing service for material handling and supply-chain industries.

The company is a division of Wilkerson Electrical. Hired by the owner (based on my accomplishments at Wilkerson Electrical) to spearhead the development of the Professional Labor Management (PLM) application.

The application is a unique due diligence/vetting assistant for employee skillset verification for job site employees. <http://useplm.com/>

- **STRATEGY:** Established the required features and functionality of the application, for the web, android, and iOS platform
- **UX/UI:** Created a contemporary user experience, user interface, and visual design that drove adoption and usage
- **PROJECT SCOPE:** Established the project scope including budgets, time, and resource allocations required
- **TEAMS:** Recruited, hired and managed a team of developers for full development across three technology platforms (web, android, and IOS)
- **BUDGETS:** Oversaw all financial resources ensuring that development remained on-budget throughout the development
- **EXPECTATIONS and TIMELINES:** Established parallel and independent work streams across teams, achieving seamless project completion
- **QUALITY ASSURANCE:** Performed consistent debugging ensuring that the application achieved intended performance
- **AUTOMATED TESTING:** Transitioned testing from manual to automated, documenting protocols for new team members
- **C-SUITE COMMUNICATION:** Central point of contact between production teams and the owner, communicating and interpreting project progress

## PROJECT/PRODUCT MANAGEMENT SKILLS



- Ⓐ Scope Development
- Ⓑ Project Planning
- Ⓒ Scheduling and Resource Allocation
- Ⓓ Asset Management
- Ⓔ Critical Path Improvement
- Ⓕ Quality Assurance and Testing
- Ⓖ Team Management and Training
- Ⓗ Documentation Development

## EDUCATION

[Program Completion | Full-Stack Immersive Dev. Program | Digital Crafts - 2019](#)

## TACTICAL SKILLS

### Technology

JavaScript	Node.js	HTML5	CSS3
React	Redux	PostgreSQL	Arduino
Git/Github	AJAX	RESTfulAPI	
Express	AWS	Vue.js	SQL
MySQL	MongoDB	Webflow	

## EXPERIENCE

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### Teacher Assistant | Technology

#### DigitalCrafts

📅 02/2019 - 04/2019 📍 Atlanta, GA

DigitalCrafts is an accelerated school for software engineering. Partnered with Instructors to mentor and coach students after completing the Full-Stack Immersive Development Program.

- **MENTOR:** Independently mentored and coached students enrolled in the program with software development
- **LECTURER:** Facilitated weekly lectures teaching algorithm and computer science concepts

### Project Manager | Industrial Electrical Supervisor

#### Wilkerson Electrical LLC

📅 06/2016 - 10/2018 📍 Atlanta, GA

Wilkerson Electrical is a global installer of large scale conveyor systems used by companies including Fed Ex, Amazon, and other global distribution centers.

Hired to oversee the day-to-day activities related to the assembly and installation of Conveyor Sortation Platforms at client locations. Recruited to the role after the successful completion of an Industrial Electrical Apprenticeship.

- **INSTALLATION:** Oversaw a team of 20 industrial electricians who assembled and installed conveyor sortation platforms ensuring quality standards, safety, and mechanical performance
- **SAFETY IMPROVEMENTS:** Notified management of potential safety issues during installations ensuring compliance with local and federal electrical codes and regulations
- **TESTING:** Administered performance testing across the installations ensuring operational performance and documentation control
- **SCHEDULING AND COSTS:** Managed installations according to project scope and budgets, ensuring optimized staffing for each project
- **MAINTENANCE:** Assisted in overseeing the planning, preventative maintenance and scheduled repairs, keeping the platforms operational at all times
- **COMPLIANCE:** Adhered to all company's and client's operational policies and procedures
- **UPGRADES:** Recommended product upgrades to design teams optimizing end-to-end platform installations

## TACTICAL SKILLS

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### Project Management

Agile    Activity Scheduling

Workflow Prioritization    Client Satisfaction

Product Testing    Quality Assurance

## INTERPERSONAL SKILLS

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### Communication and Collaboration

Excellent written/verbal communication and collaboration across teams

### Attention to Details

Governance and control of accurate information as it travels across fast-paced environment

### Complex Problem Solving

Unique skill set for establishing practical solutions for solving complex problems

### Strategic and Tactical

Exceptional blend of strategic vision combined with tactical implementation

### Process Improvement

Continuous evolution towards process simplification, salability and security

### Outcome Oriented

Results-focused with a strong service orientation

### Complexity Resolution

Successful in resolving complexity through time sensitive critical thinking

### Prioritization

Accomplished in prioritizing mission-critical initiatives

### Relationship Builder

Talented builder of long-term relationships