TRACY MILLER

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PROJECT MANAGER

Deliver High-Quality, On-Brand Marketing Initiatives that Meet Business Objectives & Drive Impactful Results

Results-driven and detail-oriented project manager with extensive experience managing and executing projects across diverse industries using Agile and Waterfall methodology. Adept at leveraging project management tools to deliver projects on time and within scope and budget. Problem solver with expertise in coordinating all aspects of project lifecycles (including SDLC), from developing comprehensive schedules and managing vendor relations to handling data analysis and ensuring compliance with regulatory standards. Foster strong stakeholder relationships, provide exceptional customer service, and drive strategic initiatives that align with organizational goals.

- **Vendor Management**
- **Customer experience**
- **Project management**
- **Communication skills**
- **Cross-Functional Project Management**
- **Detail oriented**
- **Strategic Execution & Implementation**

PROFESSIONAL EXPERIENCE

MarketSource, Atlanta, GA

Project Manager   November 2024 to current

Responsible for assisting with the planning and delivering on the numerous projects across multiple work streams to ensure MarketSource meets its intended objectives specific to those workstreams.

- As the Project Manager I ensure tasks such as tracking projects to meet defined requirements or business specifications, monitoring project milestones and critical dates to identify potential jeopardy of missing deadlines, and ad-hoc tasks to ensure projects are delivered on time and within the approved budget guidelines
- Participate in the leading and execution of new client launches for the entirety of standing up a new program using tools such as creation of project plans
- Coordinate Act as primary coordinator for the scheduling of and information gathering in discovery sessions with External Customers and internal stakeholders
- Provide effective verbal and written communication regarding expectations and execution of all essential functions of a new client launch to team members and stakeholders in a timely manner
- Proactively escalate issues that may impact a project deadline
- Track/document launch milestones and deliverables, status reports, and presentations, as appropriate

ELEVANCE HEALTH (Anthem), Atlanta, GA

Marketing Project Coordinator / Marketing Manager   May 2022 to Sept 2024

Oversaw end-to-end execution of Medicare marketing campaigns/projects (small, medium, and large) spanning multiple channels, ensuring within-budget delivery. Provided advanced-level support to regulatory audits or exams, internal audits, accreditations, on-site reviews, and risk assessments.

- Participated in compliance monitoring / reviews, identifying process gaps, validating compliance levels, mapping processes, and drafting corrective actions / remediation plans.
- Managed end-to-end projects, ensuring timely delivery and customer satisfaction
- Executed project management best practices to align with brand objectives and goals, ensuring successful project outcomes across various phases.

- Collaborated with project team members, organizing and documenting project scope, strategy, and success metrics. Monitored and communicated project status, team assignments, resources, tasks, and deadlines.
- Launched large member-incentive Medicare programs (Member Incentive 2024 and Health Perks 2025), increasing annual wellness screening awareness for Medicare members.
- Worked cooperatively with marketing management, graphic design, digital, print production, and fulfillment teams, meeting defined communication goals and production deadlines, upholding corporate branding standards, and training, coaching, counseling, and evaluating performance of internal and external staff.

ADP, Atlanta, GA

Senior Project Support Specialist   October 2021 to April 2022
Supported Global View Implementation leadership team by coordinating, scheduling, and tracking project progress with regular reporting to leadership. Monitored project plans, organized and participated in stakeholder meetings, and ensured timely completion of all project deadlines.
- Achieved project milestones through effective coordination of resources and project vehicles.
- Provided support to Implementation PMO, preparing presentations, acting as survey liaison, documenting meeting minutes, and following up on action items.
- Facilitated clear and consistent communication with stakeholders regarding implementation, project services, and global consulting services, ensuring alignment and project transparency.

WAYSTAR (Patientco), Atlanta, GA

Technical Business Analyst   April 2021 to Oct 2021
Drove accurate processing and integration of client statement files, auto post files, and daily balance updates within Patientco's platform and client's Hospital Information System (HIS).
- Supported clients by managing receipt and processing of critical financial data, ensuring timely and accurate reflection of patient financial status.

WEG, Duluth, GA

Inside Sales Representative   October 2020 to April 2021
Utilized SAP to create or track order status and update customers on progress of purchases, guaranteeing order fulfillment transparency and reliability.
- Collaborated with internal teams to address any discrepancies or issues with orders and quotes, confirming accurate and efficient processing.

ANTHEM, Atlanta, GA

Business System Analyst   May 2018 to July 2020
Worked with customers to identify system enhancements and changes needed within WGS system. Gathered requirements documentation, coordinated projects, and communicated with multiple teams daily.
- Managed 834 inbound eligibility file feeds for over 130 clients, including international clients, and conducted data analysis for various special efforts, guaranteeing accurate and timely processing.
- Maintained ongoing files and customer relationships, handled vendor issues, updated client setups during renewal process, and monitored JIRA support tickets for issue resolution, maximizing client satisfaction.

SOUTHERN COMPANY, Atlanta, GA

Project Support Specialist   March 2017 to May 2018
Coordinated key work management tasks related to capital construction projects.
- Managed vendor relations by issuing work permit IDs and overseeing initiation of contractor work, ensuring compliance with project requirements.
- Reviewed, analyzed, and updated best practices documentation to align with new company standards, enhancing operational efficiency and consistency.
- Administered SharePoint sites for construction services projects, training users on SharePoint 2010, managing workflows, and overseeing security permissions.
- Improved data accuracy and accountability by developing and implementing document control best practices and new project logs, such as invoice and purchase request logs.

- Provided troubleshooting and support for SharePoint users and managed communication plans for migrations, ensuring seamless transitions.

ADDITIONAL RELEVANT EXPERIENCE

NASCO, Atlanta, GA

Project Coordinator
Directed numerous projects, focusing on accuracy, consistency, time management, and budget allocations, including travel. Developed comprehensive schedule tracking to ensure high-quality, timely service and effective prioritization to address late deliverables. Assigned work, set priorities, provided guidance in completion of tasks, and reviewed deliverables with PMs, business analysts, and SMEs. Educated project stakeholders on expectations, turnaround times, change controls, and documentation.

EDUCATION

Associates of Science (AS), Business Administration, Asher School of Business, Atlanta, GA

TECHNICAL SKILLS

- **PROJECT MANAGEMENT / COLLABORATION:** Workfront, ProjectPlace, Confluence, Slack, JIRA, Microsoft TEAMS, Zoom, Plan View, SharePoint, Webex, Airtable, and ADAPT
- **DOCUMENTATION:** OneNote, Google Suite, OneDrive, and Microsoft Office Suite
- **ERP / SPECIALIZED TOOLS:** SALESFORCE, SAP, Power Advocate, and IBM Rational tools (ClearQuest and ReqPro)
- **DESIGN / CREATIVE:** Adobe