

# Noemi Fleming

Ladera Ranch, CA | 6145659137 | noemirfleming@gmail.com

## EDUCATION

### Master of Business Administration (MBA)

Mount Vernon Nazarene University | Mount Vernon, OH | 09/2018 – 08/2020

### Bachelor of Arts in Political Science

The Ohio State University | Columbus, OH | 09/2004 – 03/2006

A dynamic UX Designer and Technical Project Manager offering extensive experience in the full software development lifecycle, from user research and design (Adobe XD, Figma, Sketch) to leading cross-functional teams and implementing solutions using Agile methodologies (Scrum, JIRA) on platforms like Azure. Consistently focused on enhancing user experiences and driving successful project outcomes. Additionally, brings over a decade of experience in client relations, sales, and account management, with a proven ability to develop tailored solutions, cultivate strong client relationships, and ensure exceptional customer satisfaction. Background includes successful collaborations within both innovative startups and global corporations.

## WORK EXPERIENCE

### Arvato | Ladera Ranch, CA, USA | 06/2020 – 05/2024

#### Senior Project Manager | Full-time

- » Accountable for project leadership and management of multi-stream projects from initiation to successful completion.  
Ensured client expectations and deliverables were met by establishing governance, action management and communication routines.
- » Managed software implementations independently, delivering projects within scope and timeline, achieving high client satisfaction.
- » Collaborated with engineering and product managers to understand product strategy and roadmaps, distill key functionalities and value to create the product positioning and messaging.
- » Guided engineering development through the entire lifecycle of the program, including design, development, documentation, testing, and certification, to meet customer requirements and quality standards.
- » Developed client-specific insights enhancing engagement strategies by leveraging advanced research tools and techniques.
- » Transformed client interactions by simplifying complex workflows through innovative software solutions, significantly improving user experience and satisfaction.
- » Maintained comprehensive project documentation, including project plans, status reports, and created technical user guides.

- » Collaborated with stakeholders to analyze and define business requirements and processes, ensuring IT solutions met business operational needs
- » Created technical user guides/videos and demos to communicate the value and functionality of product launches.
- » Transformed client interactions by simplifying complex workflows, significantly improving user experience and satisfaction through strategic software enhancements.
- » Managed the contract oversight for new programs, achieving an increase in client retention by streamlining implementation processes and enhancing communication.
- » Actively identified and managed risks and issues that may jeopardize the successful delivery of a project, took steps to mitigate and manage through to resolution.
- » Established a proactive resource management strategy that ensured optimal team performance and project delivery, fostering collaboration and accountability.
- » Developed and maintained detailed project documentation, enhancing knowledge transfer and team collaboration, resulting in a 30% increase in project efficiency.
- » Leveraged account insights to uncover new opportunities for revenue growth, focused on unmet customer needs and aligned them with our solutions.

## **Tangoe | Columbus, OH | 08/2013 – 05/2020**

### **Account Manager**

- » Enhanced user experience by coordinating deployment efforts, resulting in a 60% reduction in support tickets through proactive user engagement and training.
- » Managed the technical aspects of Tangoe's relationships with the most strategic and high-value clients.
- » Internally, served as the voice of the customer to key organizations – engineering teams, account management and product managers.
- » Provided technical governance and developed technical account plans.
- » Partnered with sales teams to build client partnerships: QBR planning and presentation, expansion strategy, and cross-selling or upselling initiatives.
- » Communicated technical business requirements to engineering. Understood client needs, synthesizing requirements, and steering solution design to meet business and operational needs.
- » Transformed client relationships by implementing personalized engagement strategies, resulting in improved customer loyalty and satisfaction.
- » Collaborated with regional directors, trainers, regional key account managers, inside sales support and marketing/Inner circle to accomplish sales and growth objectives.
- » Worked closely with business development manager to transition and on-board new accounts.
- » Proactively managed prospective client intake, identifying their needs, answering questions, and guiding them to consultations balanced warmth with a consultative, sales-minded approach.
- » Served as the primary trusted advisor for clients, ensuring their technical and business objectives aligned with the companies services.

- » Advised clients on cloud solutions, including migrations, security, and performance optimization.
- » Worked closely with marketing and content teams to ensure seamless execution of campaigns that delivered impactful results for clients.
- » Regularly tracked client KPIs and campaign performance, offering insightful updates to clients that demonstrated how our efforts contributed to their success.
- » Cultivated long-term, meaningful relationships with clients, becoming a trusted advisor. Provided expert guidance on marketing strategies, helping clients understand key processes, improve lead generation, and achieve their business goals.
- » Leveraged AI tools to accelerate analysis, reporting, and content generation.

**Synthomer | London, England | 08/2008 – 06/2013**

**Account Relationship Manager**

- » Proactively managed prospective client intakes, identified their needs, answered questions, and guiding them to consultations—balancing warmth with a consultative, sales-minded approach.
- » Optimized inventory management processes, resulting in a significant reduction in holding costs and improved product availability, fostering better client relationships.
- » Enhanced client satisfaction by implementing a comprehensive account management system, ensuring timely and accurate financial reporting and support.
- » Led the initiative to optimize SAP master data management, resulting in a 35% reduction in data discrepancies and improved operational workflows.
- » Transformed supply chain logistics by implementing innovative tracking solutions, significantly improving operational transparency and client trust.
- » Responsible for planning, purchasing, warehousing, production planning, process engineering, in and outbound logistics, order management, and customer service for plants in Germany, England, Mexico, America and the Caribbean.
- » Implemented worldwide distribution for busway stocked and non-stocked products, building partnerships with major freight forwarder companies.
- » Enhanced compliance and accuracy in customs documentation for water-based chemicals, resulting in a 25% decrease in shipment delays by implementing standardized procedures.
- » Ensured proper review and handling of Bills of Lading (BOLs) and other shipping documents.
- » Navigated various vendor portals, reviewed customer requirement documentation, and adhered to proper process protocols.
- » Interacted daily with British suppliers to schedule delivery times and resolve shipping errors.
- » Attended international industry trade shows in Germany and England to learn about and stay current on trends and to meet suppliers needs.
- » Evaluated supplier performance and conducted regular reviews to ensure adherence to quality, delivery, and pricing standards.

- » Collaborated with engineering, quality, and production teams to understand material specifications, production schedules, and quality requirements. Worked closely with the supply chain team to ensure on-time delivery of materials.
- » Monitored global commodity markets to anticipate price trends and supply chain disruptions. Provided insights to sales and management on market conditions and their potential impact on material costs and availability.

## **CERTIFICATIONS**

**UX Design Professional Certificate** | 10/2024 – Present  
Google

## **PROJECTS**

**UX Portfolio and Illustration Services**  
<https://www.vivroapp.com/>