

Cassidy Durr, CAPM, CSM

PROJECT MANAGER

Education

PROJECT MANAGEMENT

PROJECT MANAGEMENT CERTIFICATE · UNIVERSITY OF WASHINGTON · 2022

FRONT-END WEB DEVELOPMENT

CERTIFICATE · SEATTLE UNIVERSITY · 2018

Experience

MICROSOFT · PROGRAM MANAGER · CONTRACT

REDMOND, WA · FEB 2024-PRESENT

Collaborate with cross-functional teams to enhance the contracting process, accelerating the field team's capability to deliver contracts to customers more efficiently.

Oversee the daily operations of a key sales program, leveraging PowerBi analytics to track revenue and analyze deal flow from initiation to closure.

Developed and monitor a system for tracking escalations from the field team, enabling the identification and analysis of key impact factors on business operations, which informed strategic improvements.

MICROSOFT · PROJECT MANAGER · CONTRACT

REDMOND, WA · OCT 2022-JUNE 2023

Successfully led a project with four engineering teams to launch a new ticketing and tracking system for internal CSAMs, engineers, and resource coordinators, across multiple regions worldwide.

Developed and maintained an efficient project plan, promoting transparency for the core project team to easily retrieve information regarding timelines, decisions, and other relevant details.

Conducted thorough business validation testing to ensure the new toolset was successful in implementation and functionality.

Successfully led and orchestrated the migration of critical end-user data from legacy toolsets to a modernized platform, ensuring minimal disruption and optimal data integrity.

SLALOM BUILD · SOLUTION OWNER · INTERN

SEATTLE, WA · JUNE 2022-AUG 2022

Led a diverse team of 11 engineers and designers to build the MVP version of an internal, custom Alumni Portal in 12 weeks.

Owned the agile process and scrum ceremonies to remove impediments, ensure the team met delivery milestones, and manage stakeholder relationships and expectations.

Defined the technical specifications and acceptance criteria for user stories in partnership with the solution architect, so the development team could efficiently execute the work.

PATIENTPOP/TEBRA · WEB DESIGNER

SEATTLE, WA · OCT 2021-JUNE 2022

Designed and developed websites for medical practices using HTML, CSS, and an internal CMS platform while effectively communicating updates and changes to our clients.

Worked in a fast-paced environment while managing multiple projects at different phases to ensure on-time delivery while exceeding clients' requests whenever feasible.

Worked with stakeholders to gather all the project requirements and set expectations before kickoff.

DIGITAL PHARMACIST · WEB IMPLEMENTATION SPECIALIST

AUSTIN, TX · FEB 2021-AUG 2021, LEFT DUE TO RELOCATION

Built websites and digital products for independent pharmacies across the country using Spacecraft CMS.

Tracked tickets in Salesforce to efficiently manage time and project requirements while continuously working on new requests from clients.

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