NAPLES, FLORIDA • AUSTIN.SPORN531@GMAIL.COM • +1-239-290-2132

AUSTIN SPORN

Project Manager

PROFESSIONAL SUMMARY

Project Manager with three years of experience in strategic communication and quality management, adept at enhancing operational efficiency and fostering stakeholder relationships. Skilled in data analysis, risk management, and agile methodologies, leveraging a background in advertising and market research to drive impactful project outcomes. Passionate about bridging diverse audiences and committed to continuous innovation in project delivery.

PROFESSIONAL EXPERIENCE

APPLICATION COORDINATOR   Nov 2023 - Nov 2024
Epic Systems   *Verona, WI*

- Managed priorities across initiatives, tracking progress with task management tools.
- Developed outpatient training curriculum, adapting materials for clinical operations.
- Onboarded project team members, aiding in software certification processes.
- Coordinated application processes, streamlining workflows and enhancing system efficiency. Analyzed data trends to improve user experience.
- Fostered strong relationships with stakeholders, ensuring seamless communication and alignment. Led cross-application initiatives to improve user satisfaction.
- Meticulously managed application data integrity, ensuring accuracy and compliance. Conducted thorough quality assurance checks, minimizing errors and enhancing system reliability.

OPERATIONS MANAGER   Apr 2020 - Nov 2023
Coastal Marine Fuel   *Naples, FL*

- Maintained a high-performance team culture, streamlining service delivery and elevating overall quality standards.
- Lead client interactions, boosting satisfaction and retention.
- Promote offers, enhancing customer engagement and sales.
- Safeguard client data, maintaining confidentiality.
- Guide team to uphold service speed and quality.
- Mentor new hires on roles, services, and safety protocols.

COPYWRITER & STRATEGIST   Aug 2022 - May 2023
Arrowhead Advertising (AAF NSAC)   *Tallahassee, FL*

- Crafted strategic advertising content for diverse platforms, enhancing client engagement.
- Collaborated with creative teams to produce an integrated marketing campaign.
- Conducted in-depth industry and audience research to inform strategic decisions.
- Published a comprehensive plans book, detailing campaign strategies and execution.
- Improved client understanding through detailed competitive analysis and insights.

UNDERGRADUATE TEACHER ASSISTANT (DIGITAL MULTIMEDIA)   Aug 2022 - Dec 2022
Florida State University   *Tallahassee, FL*

- Assisted in course delivery, enhancing student understanding and engagement.
- Gave constructive feedback on projects, improving student performance.
- Addressed student inquiries, promoting a supportive learning environment.
- Collaborated with professors and peers for consistent course standards.

EDUCATION

BACHELOR OF SCIENCE (B.S.), COMMUNICATIONS   2019 - 2022
Florida State University   *Tallahassee, FL*

    Graduated Summa Cum Laude from limited access undergraduate program for Advertising.

BACHELOR OF ARTS (B.A.), FRENCH   2019 - 2023
Florida State University   *Tallahassee, FL*

    Recipient of Antoine Spacagna Award, recognizing the commitment to the study of French language and culture as a student majoring in French at FSU.

SKILLS

Microsoft Office, Google Drive, Waterfall Management, Agile Management, Business Writing, Project Planning, Risk Management, Quality Management, Strategic Thinking, Organizational Culture, Data Analysis, Time Management, Customer Relationship Management, User Experience, Client Relations, Training Development, Campaign Development, Presentation Skills, Process Improvement, Critical Thinking, Change Management, Mentoring, Workflow Optimization, Data Integrity, Quality Assurance, Customer Engagement, Market Research, Team Collaboration, Performance Metrics, Conflict Resolution, Creative Strategy, Cross-Functional Leadership, User Research, Change Implementation, Performance Analysis, User Training, Process Design.

LANGUAGES

English *(Native)*, French *(Highly proficient)*.

CERTIFICATIONS

EPICCARE AMBULATORY
Software Certification (Epic)

PATIENT EXPERIENCE
Software Certification (Epic)

ORDER TRANSMITTAL
Software Certification (Epic)

CLINICAL WORKSPACE CONFIGURATION
Software Badge (Epic)

IN BASKET CONFIGURATION
Software Badge (Epic)

LINKS

Portfolio: www.austinspornportfolio.com, LinkedIn: www.linkedin.com.