

# DIANA BERMUDEZ

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## SUMMARY:

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Digital project management professional with expertise in internal and client stakeholder engagement, risk evaluation, change management, fiscal responsibility and strong business acumen; leader by influence who thrives in diverse work environments and challenging strategic projects; a proven track record of exceeding organizational goals; infectious enthusiasm for disruptive technology and its impact on daily life.

## EXPERIENCE

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### **DotcomWeavers, Paramus, NJ**

5/2014 – 4/2015

*Web development and design company that specializes in e-commerce and custom web applications*

#### Client Relations Manager

- Created procedural foundation for the entire company through effective use of project management software and excellent communication skills
- Established operational protocols that consistently reduced project completion timelines from over 18 months to under 5 months, while remaining within budget and scope
- Optimized cost and risk controls, assessed internal resources, and advised the CEO and CTO on competitive pricing, yielding a 33% project hourly rate increase and greater profitability
- Supervised U.S. and India cross-functional teams and managed client relations through all project phases

### **UNIQLO, Paramus, NJ**

1/2014 – 6/2014

#### Assistant Store Manager

- Appointed Store Manager (\$12 million business) on completing intensive training in under 6 months
- Grew profitability through management of inventory levels, sales plans and monthly focuses
- Increased sales by 10% through planning and design of effective visual merchandise layouts
- Directed, motivated and developed a team of 70 people to ensure increased retention

### **Spark Driven, Fair Lawn, NJ**

8/2013 – 11/2013

#### Marketing Consultant

- Generated leads encompassing several campaigns, design elements and content management
- Wrote blogs, PR articles, created videos and managed social media and communications
- Enhanced ratings and visibility via Search Engine Optimization and heavy use of marketing analytics
- Applied entrepreneurial, out-of-the box thinking daily to new business ventures and ideas

### **Tufts University, Medford, MA**

9/2007 - 5/2013

#### Financial Services Specialist

- Managed loan and tuition accounts and was the liaison for all schools, collections and litigation
- Recovered 70% of FY 2012 aged accounts; diagnosed and troubleshoot system program issues
- Proposed and implemented institutional trend analysis for accurate forecasting and redundancy reduction
- Developed department's first website focused on building better relations with schools and agencies
- Directed and trained teams of student-workers for completion of project-based work

## VOLUNTEER WORK

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### **United Latino Professionals Inc., New York, NY**

9/14 – Present

- Public Relations Specialist – Social media, marketing and brand management; article and content writer on network news and events

**Bergen County Board of Elections, Elmwood Park, NJ** 3/14 – Present

- Volunteer - Configured booths, provided voters instructions, tallied and announced total party counts

**Grameen Foundation, Medellin, Colombia** 7/2013

- Bankers without Borders Volunteer - Streamlined business development processes

**Observatory of Spanish Foreign Policy (OPEX), Madrid, Spain** 1/2010 - 6/2010  
Research Assistant

- Compiled analytics on economic and political ties among the U.S., European Union and Brazil
- Translated speeches into Spanish or English
- Researched, analyzed trade agreements in pursuit of a trans-Atlantic trade agreement
- Produced a very well-received presentation for the Madrid May Summit of 2010

**Universidad Autónoma, Madrid, Spain.** 8/2009 - 5/2010

- English Instructor - Taught English at the university and private levels

## EDUCATION

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**The Fletcher School of Law and Diplomacy** 12/2012 – 6/2013  
Graduate coursework completed toward Masters in International Business

**Tufts University** 5/2011  
Bachelor of Arts, International Relations and Spanish

- Universidad Autónoma Madrid, Spain 8/2009 - 5/2010
- Tufts University European Center Le Prieuré Talloires, France 5/2009 - 7/2009

## SKILLS AND CERTIFICATIONS

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### Project Management:

- Harvest, Basecamp, Balsamiq, Mantis, Dropbox, Jing and Microsoft Word, Excel and PowerPoint

### Multi-media Communications:

- Photoshop, Illustrator, InDesign, Flash, Wordpress, MailChimp, Constant Contact, LivePerson and LiveChat

### Ecommerce:

- Magento v. Community 1.9, Loaded Commerce, Authorize.net, Braintree, Moneris, Paypal, Venmo, Shopatron, Endicia, Shipworks and ShipStation

### Sales Tools:

- Google AdSense, Google AdWords, Google Analytics and Sugar CRM

### Other:

- Python, HTML, Filemaker Pro, iSIS, UAS and actively learning QuickBooks

## LANGUAGE SKILLS

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- Bilingual in Spanish and English; proficient in reading and writing in Spanish
- Basic French and Arabic