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## SKILLS

Project Management

Communication

Leadership

Problem Solving

Risk Management

Organization

Creativity

Critical Thinking

Planning

Conflict Resolution

Diverse Technical Skills

## LANGUAGES

English  
*Native or Bilingual Proficiency*

Spanish  
*Limited Working Proficiency*

## SOFTWARE

Airtable

Asana

Google Workspace

Hubspot

Jira

Microsoft 365

Microsoft Project

Roadmunk

Wrike

Zoom

# Candice Jackson

## Project Manager

Adaptable project manager with a proven track record of success building realistic project plans, managing cross-functional team work, scheduling tasks, and maintaining friendly relations with clients to yield positive outcomes.



## WORK EXPERIENCE

### Product Launch Project Manager BC FORWARD

07/2022 - Present

Indianapolis, Indiana

#### Achievements/Tasks

- Successfully managing six product launches for a Fortune 500 pharmaceutical company from the initiation phase through post-launch monitoring phase.
- Orchestrating projects within strict timeframes and budget constraints by solving complex problems and working closely with senior leaders, vendors, and associate directors to ensure the project stays on track while mitigating risk.
- Creating project plans, gantt charts, product roadmaps, and resources required to meet project goals and objectives using multiple technical programs and software.
- Liaising between technical project managers, business project managers to ensure timely deployment for technical CRM builds, data integration, APIs, and overall alignment.
- Developing and initiating meeting cadences, project status reports, and KPIs to track performance and quality standards.
- Facilitating effective communication between internal personnel, contractors, and vendors for project cohesion through maintaining Teams site, meeting minutes and agendas, file security, and document management.

### Manager of Strategic Partnerships | Manager of Student Success | Student Success Advisor

KENZIE ACADEMY- SOUTHERN NEW HAMPSHIRE UNIVERSITY

07/2020 - 07/2022

Indianapolis, IN

#### Achievements/Tasks

- Owned the business relationship for corporate partnerships to secure contracts for technical learning program offerings.
- Created and delivered communication strategies to foster positive learning experiences including: maintaining and exceeding 100 learner touchpoints for 250 learners weekly, executing virtual events, reporting data for success outcomes, promoting professional relationship development for internal and external collaboration and mitigating barriers to support Kenzie Academy and Amazon Career Choice's corporate training partnership.
- Utilized technology-based solutions to streamline processes and collect data for Key Performance Indicators to meet department goals while collaborating with all internal teams for success.
- Championed learner-facing communication and aid for the inaugural Amazon Technical Academy cohort, quickly adapting and adhering to new practices and action plans while maintaining business development relationships.
- Managed team of success advisors while leading by example with empathy, creativity, and positive reinforcement to stay motivated through leadership changes, acquisition and updated policies and procedures.
- Served on and actively contributed to the following committees: Academic Integrity, Admissions Panel, Academic Appeals, Cultural Ambassador, Kenzie Culture and Community, Professional Learning Taskforce and Steering Committee by adapting to committee needs and working with stakeholders for improvement.



## WORK EXPERIENCE

### ● **Family Liaison | Communication Team Lead**

ANDREW J. BROWN ACADEMY- NATIONAL HERITAGE ACADEMIES

05/2018 - 07/2020

Indianapolis, IN

#### Achievements/Tasks

- Provided holistic support for 700+ K-8 students prioritizing emotional health and wellness.
- Served as communication representative by writing and distributing monthly multilingual newsletter, leading community partner efforts, event planning, appearing for Radio One, sending emergency communications, creating press releases for community events for media coverage, designing flyers and managing websites.
- Led the following efforts: 21st Century Scholars, Attendance and Truancy, Fundraising, High School Transition, Title III, Transportation and School Safety.

### ● **Project Coordinator**

INDIANA UNIVERSITY-PURDUE UNIVERSITY INDIANAPOLIS & IVY TECH COMMUNITY COLLEGE

03/2017 - 05/2018

Indianapolis, IN

#### Achievements/Tasks

- Supervised multiple projects for the Louis Stokes Alliance for Minority Participation (LSAMP) Grant and liaised between departments to facilitate communication from project start through delivery by prioritizing needs and delegating assignments.
- Prepared annual report and managed usage of the \$500,000 grant for Ivy Tech Community College.
- Managed Digital Advertising and Marketing efforts to attract students to the program and report positive statistics to key stakeholders.
- Planned and executed annual regional conference.



## ORGANIZATIONS

Delta Sigma Theta Sorority, Incorporated (04/2010 - Present)

Member



## EDUCATION

### ● **Master of Science in Information and Communications Sciences**

Ball State University

### ● **Bachelor of Arts in Telecommunications: News**

Ball State University