

JACKIE MARSHALL

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VOLUNTEER EXPERIENCE

Stone Mountain Community Garden

Volunteer

2014 - Present

- Weeding, planting and harvesting
- Vermicompost design, build and maintenance
- Composting tours for garden visitors

Holistic Humanitarian Foundation (HHF)

Volunteer

2021

- Board Member
- Garden Coordinator
- HHF Representative at corporate events

Wiley Center For Minority Enhancements

Volunteer

2022

- Volunteer Team
- Service on the organization development team
- Conducted project research

EMPLOYMENT EXPERIENCE

3-Dimensional Balance Inc.

Founder

2024 – Present

- Develop data analysis process to help community gardens tell their story with data
- Develop “Plant a Seed” workshop

Value Added Project Consulting

Consulting

P3Delivery

2017-2018

- Input receipt data into Quickbooks
- Develop and maintain Excel spreadsheet for Constant Contact Updates
- Upload contact information into Constant Contact database

The Women’s Entrepreneurial Opportunity, Inc

2015

- Prepare project proposal and plan for quarterly magazine
- Develop project Work Breakdown Structure using Excel
- Gathered grant research data

Atlanta West Community Improvement District

2014

- Assist in project plan development
- Conducted project research
- Coordinated project communication through phone and email

The Trio Group, Inc

Project Manager

2007 - 2013

- Prepare project proposal and plan for construction projects
- Manage construction projects to ensure cost, schedule and specification are being met
- Submit supplier requisition to purchase labor and materials using Expenswatch
- Lead project status meeting

Georgia Health Information Technology Regional Extension Center (GA-HITREC)

Intern (Vendor Demonstration Coordinator)

2011 - 2013

- Send demo request and letter to Electronic Health Record vendors, using Customer Relationship Management (CRM) tool
- Work through demo request issues
- Walk through GA-HITREC's demo request process with new vendors
- Monitor first demos with new vendors

DATASET INC**ADP CONSULTANT****2006 - 2007**

- Mentored and coached automotive dealer service technicians to use dealership management system (DMS)
- Support dealer service advisor using DMS. Provided prompt response to customer technical and process concerns with using DMS.
- Respond promptly to customers technical and process concerns with using DMS
- Implement software setups to support dealer service needs

KMC TELECOM**SERVICE ORDER COORDINATOR****2004 - 2005**

- Developed process procedure flow charts and written instruction for customer service technicians.
- Created customer orders to move, add and disconnect service and service features
- Directed customers to the appropriate department to solve billing and service issues
- Resolved customer issues through research and working with managers, engineers and sales executives

AT&T, ATLANTA, GA**1992 - 2001****NETWORK CAPACITY PLANNING & DELIVERY (NCP&D)****ADJUNCT AND NEW SWITCHING TECHNOLOGY PROJECT MANAGER****1996 - 2001**

- Created and prepared project plan documentation to ensure all network elements were accounted for and required engineering partners were included and informed.
- Developed studies to analyze alternatives to determine the best practices for project implementation.
- Facilitated project meetings. Developed initial project schedule. Negotiated capital approval for spending. Reconciled project issues.
- Negotiated project schedules and cost.
- Project Managed Switch Installation, Equipment Removal, Switch Technology upgrades and switch capacity rehome projects.
- Developed final project schedules using Microsoft Project.
- Facilitated project status meetings and reconciled project issues.
- Reported project status and issues to upper management.

CENTRAL OFFICE PLANNER**1994 – 1996**

- Planned space requirements and maintained development drawings for AT&T Central Offices.
- Led a case study team to develop a process to implement a new equipment frame location standard. The results of this study determined the cost, time and resources necessary to deploy the new frame location standard in AT&T's inventory and provisioning systems.
- Represented Central Office Planning for Adjunct Projects and Equipment Inventory Process Management Team as the Single Point of Contact

CERTIFICATION**Project Management Professional (PMP)**, Project Management Institute (PMI), Newtown Square, PA**Six Sigma Green Belt**, Southern Polytechnic State University, Marietta, GA**Google Data Analytics**, Coursera Online

EDUCATION**Masters of Business Administration (MBA)**, Clark-Atlanta University, Atlanta, GA**Masters Certificate in Project Management**, George Washington University, Washington D.C.**B.S. Electrical Engineering**, Tuskegee University, Tuskegee, AL