Jamal Carter

IT PROJECT MANAGER | PROJECT MANAGER | PROJECT COORDINATOR

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SKILLS

Technical: Project planning, Hybrid agile and waterfall, Budget management, Risk and issue management, Change control, Vendor management, Jira, MS Project, Smartsheet, Confluence, Stakeholder communication, Cutover planning

CERTIFICATIONS

· Project Management Professional (PMP)

· Certified ScrumMaster (CSM)

EDUCATION

BS, Business Administration
Carolina Pines University
2017

PROFESSIONAL SUMMARY

PMP-certified IT project manager with seven years delivering software, cloud and infrastructure projects for financial services clients. Runs hybrid projects that combine agile delivery teams with fixed milestones, budgets up to $3 million, and regulatory deadlines. Known for honest status reporting and early risk escalation.

PROFESSIONAL EXPERIENCE

IT Project Manager

Feb 2022 — Present

Queen City Financial Systems · ***Charlotte, NC***

- Led a $2.8 million migration of a loan servicing platform to the cloud, coordinating three scrum teams and two vendors and going live on the committed date.
- Built a joint risk register with the security and compliance teams that surfaced a data residency issue six weeks before cutover, avoiding a regulatory delay.
- Managed change control for 40 scope requests, using impact estimates to keep the release on schedule while approving the six requests tied to audit findings.
- Ran weekly steering updates for directors and VPs with a single-page status format later adopted by the PMO for all projects over $1 million.

Project Manager

Jun 2019 — Jan 2022

Piedmont Data Solutions · ***Raleigh, NC***

- Delivered 11 client implementation projects for a payroll software vendor, each 8 to 16 weeks long, with an average go-live slip of under a week.
- Created a standard implementation plan and kickoff deck that shortened project setup and gave new PMs a repeatable starting point.
- Negotiated revised timelines with clients when integrations slipped, keeping all accounts active and two of them expanding their contracts.

Project Coordinator

Aug 2017 — May 2019

Piedmont Data Solutions · ***Raleigh, NC***

- Supported five project managers with scheduling, meeting notes and resource tracking for client implementations.
- Maintained the implementation team's capacity tracker, helping managers plan staffing two months ahead.