

Jennifer Crutchfield Gatewood, PMP

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Professional Summary

Innovative professional with proven success as project manager, business consultant and quality program manager. Creator and operator of websites and platforms. Strong organization and process management skills resulting in knowledge sharing, product planning and customer retention.

Employment History

Peer Elevate

Brandon, Mississippi

03/2015 – present

Founder/Program Project Manager/Portfolio Manager/Consultant

- Provide project management services and business requirement analysis for emerging businesses
- Guide teams as Scrum master in delivery of products utilizing agile methodologies
- Launch and manage platforms and websites and act as program manager for system migrations
- Consult with organizations making investment decisions using governance model for portfolio management
- Perform task management through planning, testing, tracking and reporting
- Apply vendor coordination ensuring resource and time efficient solutions are implemented across networks
- Administer corporate and resource processes, software and functionality
- Enable clients to login, monitor and manage funds using investment platform management
- Act as broker dealer platform manager as well as funding portal manager

Peer Elevate Funding

Brandon, Mississippi

06/2015 – 02/2018

Founder/Investment Crowdfunding Platform Operator

- Design and operate Mississippi regulated investment crowdfunding websites and platforms for capital raises and investment opportunities
- Creator of Mississippi's first approved equity crowdfunding website portal

American HealthTech

Jackson, Mississippi

03/2007 – 03/2015

Project Manager/IT/Enterprise Project Manager

- Created tracking method measuring quality as well as reducing product development time and accelerating product release
- Consistently maintained 97% customer retention rate and increased strategic goals from 45% to 85%

- Eliminated overtime hours by 95% and number of employees devoted to client financial products
- Reduced manual processes by 30% yielding \$300,000 reduction in overhead costs while increasing productivity rates by 60%
- Managed strategic vendor alignment ensuring achieved indexes and business objectives
- Developed and managed contractor and vendor data
- As project coordinator, created and managed beta pilot program resulting in 80% gain in product quality
- Managed company's first global resource contract ensuring on-time product delivery within budget
- Established business relationship model used for future offshore engagements
- Managed project planning, vendor and customer communication

SkyTel Communications

Jackson, Mississippi

11/1995 – 03/2007

Manager/Internal Audit/Information Services

- Executed enterprise level initiative consolidating processes and platforms resulting in \$5 million cost savings
- Consolidated two invoicing platforms reducing workforce by 75% and budget by 50%
- Automated trending analysis, streamlined workflows and risk mitigation
- Cut taxation errors by \$10 million through detailed audits and quantitative analysis
- Reduced labor costs 80% by implementation data warehouse, AS400 process improvements and efficiency based automation
- As billing administrator, negated FCC regulatory fines by implementing compliance procedures
- Reduced billing errors 75% by establishing an internal audit department
- Increased customer retention by 80% through billing issue resolution and purchase order management
- As major accounts billing supervisor, developed billing procedures for high-profile accounts
- Established employee productivity objectives and developed training material as a Sr. QA specialist

Certifications

PMP – Credential Project Management Professional

GoDaddy Pro

Certified Teamwork Expert

Certified KoreConX Corporate Secretary

PandaDoc Partner Expert

Education

Belhaven University

Clinton, Mississippi

Bachelor of Science in Management

Cum Laude