

JEREMY PACE ESKELSEN

2906 Ash Point Drive • Eagle Mountain, Utah 84005
(801) 699 - 0785 • jeremy@jeresk.com

Project Manager

More than 13 years' experience in business project management, combining business analysis, project planning, and technical savvy for optimal client satisfaction and engagement. Innovative team leader, developer and trainer. Proficient in developing internal and external processes and procedures. Astute problem solver, with keen technical troubleshooting abilities.

AREAS OF EXPERTISE

- Human Resources Benefits Administration
 - Project Planning
 - Budget Analysis
 - Client Engagement
 - Project Management
 - HCM Certified
 - Staff Training
 - New Business Development
 - Creative Problem Solver
 - Product Marketing
 - MS Office Proficient
 - Workflow Design
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PROFESSIONAL EXPERIENCE

ADP (AUTOMATIC DATA PROCESSING), Salt Lake City, UT 2010 to Present
Client Account Executive/Project Manager (Benefits Division)

- Client facing lead and manager of small team specializing in benefits administration project management. Oversee all change/update implementations of online benefits system product and provide ongoing support for five international corporations.
- Coordinate between client Benefits Administrators and internal teams to deliver customer satisfaction by meeting timelines and staying true to budgets, leading to highest unit profitability (approx. \$5,000,000, up +36% from a -22%) in 2010.
- Develop and refine work flow process and guides for new carrier file programming and new initiatives.
- First point of contact for client problem resolution.

GREAT DEALS AUCTION ONLINE LLC, Eagle Mountain, UT 2014 to Present
Owner and General Manager

- Oversee company marketing by managing Facebook page, networking public relations and promotions for the business. Grew membership from 200 to 5000 current members.
- Administer the operational budget, managing QuickBooks entries and keeping books balanced.

EBAY INC., Draper, UT 2002 to 2010
Business Accounts Manager TSAM (Motors Division)

- On project team that created and implemented eBay Motors University project, which brought an estimated 30% first year increase to revenue, and profit increase from \$500,000 to over \$3,000,000 per year in first two years.
 - Corporate trainer for eBay Vancouver BC satellite location, for UK Support, eBay Stores, and Trust & Safety. Developed and presented training modules for client webinars.
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EDUCATION

Master of Business Administration

University Of Phoenix, Murray, UT

Bachelor of Science in Human Services (Social Work)

University Of Phoenix, Taylorsville, UT-Graduated with Honors

Advanced Project Management (Expected completion - 2016)

Stanford University, Sierra Mall, CA

INTERNSHIPS

FIRST STEP HOUSE, Substance Abuse Counselor, Salt Lake City, UT 2005
DECKER LAKE YOUTH CORRECTIONS, Correctional Therapist, West Valley City, UT 2004
SALT LAKE CITY FORENSICS UNIT, Group Instructor, Salt Lake City, UT 2003