

# Mike Coletti

Arlington, VA 22201  
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## PROFESSIONAL SUMMARY

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Startups | Timekeeper | Community Organizer

## SKILLS

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- JIRA
- Hubspot
- Workfront
- Confluence
- SQL
- Microsoft Office 365
- CRM
- SharePoint

## EXPERIENCE

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OCTOBER 2023-CURRENT  
Stand Together | Arlington, VA

Senior Digital Production Specialist (Full-Time), January 2024-Current  
Digital Production Coordinator (Contract), October 2023-January 2024

FEBRUARY 2023-CURRENT  
Terran Industries | Remote

US Lead (Part-Time), September 2023-Current  
Partnerships Manager (Part-Time), February 2023-Current

- Built and maintained strong relationships with partners, ensuring high levels of satisfaction and engagement.
- Developed, negotiated, and executed partnership agreements, including terms and conditions, revenue sharing, and performance metrics.

JULY 2022-DECEMBER 2023  
Ambassador (Part-Time)  
American Conservation Coalition | Washington, DC

- Developed, coordinated, and led the first annual Bipartisan Stream Cleanup in Arlington, Virginia.
- Increased member recruitment and outreach.

OCTOBER 2021-MARCH 2024  
Quality Assurance Manager (Part-Time)  
Love My Delta | Remote

- Created and implemented company iOS and browser testing templates.
- Implemented QA standards, methodologies and metrics for consistent team operations.

DECEMBER 2020-JUNE 2022  
Contracts and Referrals | Remote

The Janssen Pharmaceutical Companies of Johnson & Johnson  
User Engagement Operations Lead (Contract)

- Resolved escalated customer concerns and complaints using positive attitude, excellent judgment, and focused solutions.
- Exercised conflict resolution to prevent, minimize and resolve problems, building constructive relationships.

PPD  
Associate Digital Implementation Manager

- Generated regular project overviews and status reports for stakeholders.
- Created project communication schedule and kept stakeholders informed.

Gartner  
Workfront Consultant (Contract)

- Operated and maintained project request queue.
- Led Workfront support queue.

FEBRUARY 2016-OCTOBER 2020  
Signant Health | Arlington, Virginia

Resourcing Analyst, April 2019-October 2020

- Coordinated decision-making opportunities at all levels, including director and C-suite.
- Developed, analyzed, and communicated current state capacity data to executive-level internal stakeholders.

Team Lead, September 2018-April 2019

- Organized schedules and daily assignments for team, leveraging individual knowledge and strengths to maximize team success.
- Initiated, developed, and led, transition of the team into six different departments post-acquisition.

Senior Implementation Specialist, June 2017-September 2018

- Managed SMS and translation vendor relationships.
- Verified and executed configuration specifications in compliance with business requirements.

Implementation Specialist, February 2016-June 2017

- Translated business requirements into configuration and design specifications.
- Submitted, checked, and prepared translation materials for ethics board reviews.

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## VOLUNTEER

JANUARY 2024-CURRENT

Vice President, Community Outreach  
Arlington Jaycees | Arlington, Virginia

MAY 2016-CURRENT

Multiple Roles

Sigma Pi Fraternity, International | Remote

- Election Committee Member, March 2023 – Current
- Chapter Director, Pennsylvania College of Technology
- Committee Member – Diversity and Inclusion

FEBRUARY 2023-DECEMBER 2023

Co-Chair: Housing, Environmental, Infrastructure Committee  
Arlington Young Democrats | Arlington, Virginia

- Developed effective and fruitful relationships with community stakeholders.
- Targeted and crafted solutions to key housing, environmental, and infrastructure related issues in the community.

MARCH 2022-NOVEMBER 2022

CRM Manager

Theo For Arlington | Arlington, Virginia

- Managed constituent CRM database for an Arlington County Board candidate's campaign.
- Maintained customer satisfaction by answering queries and resolving complaints.

JANUARY 2020-NOVEMBER 2021

Multiple Roles

Libertarian Party of Northern Virginia | Virginia

- Vice Chair, Arlington and the cities of Alexandria and Falls Church
- Community Service/Philanthropy Lead
- Annual Convention Logistics Lead

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## CERTIFICATIONS

Certified ScrumMaster (CSM) 2022 Scrum Alliance – 1697936

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## EDUCATION

Bachelor of Science (B.S.) - Business Management  
Pennsylvania College Of Technology, Williamsport, Pennsylvania