

DANIEL CLIFFLAND

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Empowers organizational success via strategic program management, catalyzing growth and stakeholder engagement across diverse sectors.

Program Management | Process Improvement | Task Planning & Execution | Risk Management | Team Building

- **Project Pipeline Management:** Led 700+ projects at Forever 21; oversaw design completion to approval. Supervised 400+ individual project pipelines; managed and coordinated with 35+ diverse utilities.
- **Database Creation & Utilization:** Spearheaded creation of a comprehensive database in Salesforce for Par Energy; led collection and organization of information and designed research templates and questionnaires. Promoted use of the centralized database.
- **Team Management:** Onboarded and trained 20+ team members at Forever 21; utilized guides and hands-on training methodologies. Streamlined interdepartmental communication by using SharePoint for document sharing; ensured easy access.

Program Development & Management

Strategic Partnership Building

Continuous Improvements

Contract Negotiation

Timeline & Budget Management

Data Insights & Interpretation

Communication & Collaboration

Project Management

Stakeholder Management

PROFESSIONAL EXPERIENCE

Interconnection/Design Engineer, Forever 21

09/2021 – 09/2023

Led product installation design; ensured precision by leveraging Aurora's advanced visualization and dimension tools. Enhanced structural integrity of installations by testing variable factors and ensuring long-term system durability. Maintained an internal database; identified and addressed project bottlenecks. Managed international utilities and acted as a Point of Contact for regional project escalations. Achieved cost efficiency by optimizing component utilization. Organized and executed company-wide events; managed logistics and departmental coordination. Promoted from Interconnection Specialist and Senior Interconnection Specialist.

- **Operational Efficiency:** Streamlined workflows by implementing 30+ Standard Operating Procedures (SOPs) and process guides.
- **Risk Aversion:** Mitigated system failures and safety hazards by ensuring precise computations and safe integration within the electrical systems.
- **Vendor Management:** Fast-tracked projects by managing high-volume stakeholder interaction. Cultivated relationships with 3rd party vendors and utilities; fostered collaboration by adapting diverse communication styles.
- **Project Execution:** Enhanced customer satisfaction and retention by leading successful project execution; facilitated client needs and utility requirements by employing active listening and leading solution-driven communications.
- **Process Improvements:** Oversaw project progress by leveraging PowerClerk, ServiceNow, Zendesk, and Freshdesk; tracked internal and external project statuses; analyzed workflow inefficiencies; and proposed innovative process improvements.
- **Employee Development:** Led employee growth initiatives by introducing strategic planning sessions and team-building exercises; arranged biweekly internal management check-ins and team meetings.

Business Solutions Manager, Par Energy

06/2022 – 08/2022

Managed 4+ distinct departments and mentored teams of up to 14. Cultivated and maintained relationships with 500+ utilities; established structured communication channels and protocols. Streamlined company operations by rectifying gaps and innovating processes; initiated team meetings to boost productivity and operational efficiency; leveraged salesforce. Rebuilt at-risk relationships with key partners. Conducted regular 1:1 staff meetings and provided supportive leadership. Improved customer satisfaction by addressing process inefficiencies and resolving complaints.

- **Digital Transformation:** Digitized company's Standard Operating Procedures (SOPs) by utilizing Microsoft Suite; ensured data accessibility, real-time updates, and synchronization by leading data migration to online shared documents.
- **Change Management:** Fostered adaptable and resilient operations by implementing change management strategies catering to evolving market needs.
- **Revenue Generation:** Led market research initiatives by guiding teams to explore potential utilities and revenue opportunities.
- **Issue Resolution:** Elevated team performance by addressing and resolving operational challenges; increasing team morale and collaboration; implementing weekly team-building exercises; and fostering a positive work culture.

Project Manager, TableRabbit

11/2019 – 09/2021

Took up freelancing projects and prepared to enroll in a full-time coding program.

Tesla Experience Specialist, Tesla Energy

02/2016 – 10/2019

Led 100+ individual projects and multiple incentive programs; ensured on-time completion and regulatory compliance. Handled 66% of the project lifecycle; processed internal applications. Collaborated with 20+ utilities and departments; increased operational efficiency and enhanced communication. Elevated customer service standards and increased team adaptability; utilized internal CRM. Promoted from Interconnection and Incentives Specialist and Incentives Coordinator.

- **Workflow Optimization:** Optimized team workflows by creating guidelines; developing standardized operations; and managing documentation. Maintained on-time deliveries and collections; ensured requirements fulfillment.
- **Client Concern Management:** De-escalated customer complaints and concerns by adopting a proactive communication approach and diagnosing project bottlenecks; provided solutions and consistent updates.
- **Stakeholder Collaboration:** Engaged with internal stakeholders for seamless documentation flow and expedited project timelines.
- **Operational Enhancement:** Enhanced document authorization processes by utilizing software systems for efficient management.

PROFESSIONAL DEVELOPMENT

Degree Program: Bachelor of Science in Industrial and Product Design, California State University

Full-Stack Web Development Certification, Coding Dojo

10/2020 – 01/2021

Technical Expertise: Cascading Style Sheets (CSS), Java, GitHub, Python, React.js, HTML5.

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