

# Project Manager Patience



Patience spends her free time bingeing Netflix with her dog, Reggie. She is an avid Purdue fan, where she graduated in 2011. Patience loves solving problems and keeping her clients happy. She was a TC before moving to PM.

Age  
**30 years**

Education  
**Bachelor's Degree**

School  
**Purdue University**

Time with the company  
**6 years**

Years as PM  
**2.5 year**

Job Duties  
**Client Communications**  
**Writing PDs**  
**Running Reports**  
**Investigating Issues**

“ We're the number one contact point for customers.

## Goals

- **Keep clients happy**
- **Customer service**
- **Add revenue**

## Frustrations

- **Breakdowns in communication**
- **Limited Reporting**
- **When our tools don't work**
- **Inefficiencies**

“ I spend a lot of time answering emails...from the client and from the Techs...just trying to make sure things run smoothly.

Tools

