

Talia Sperry

Senior Implementation Project Manager

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[LinkedIn](#)

Project Manager experienced in partnering with clients to implement HCM, and Language Learning AI software on a SaaS platform. Conducted over 200 meetings in the past two years with C Level contacts in order to establish and maintain executive presence, train on scalable best practices, and achieve stakeholder objectives; thus highlighting strong cross-team communication, collaboration, and organizational abilities.

Work Experience

Observe.AI - **Senior Implementation Project Manager**

April 2024 - Present

Pioneers the realm of conversational analytics, empowering businesses to unlock invaluable insights from customer interactions. By harnessing the latest advancements in artificial intelligence and machine learning, Observe.AI transforms raw audio and text data into actionable intelligence.

- Communicated effectively at all organizational levels, leveraging strong written and verbal communication skills to inform, educate, influence, and persuade stakeholders throughout project life cycles.
- Collaborated closely with sales and product development teams to refine implementation processes and enhance product features based on client feedback and market trends, driving continuous improvement and product innovation.
- Applied a customer-centric approach to resolve complex product challenges, developing elegant and simplified solutions to enhance user experience and mitigate potential issues proactively.

Paycom - **Implementation Project Manager**

October 2017 - Present

Full-service HR SaaS platform that integrates payroll, human resources, and talent management. Over the past 6 years, I have implemented and trained over 200 clients across varying industries on how to successfully integrate and maximize usage of the software, by building relationships and using my influence to promote employee and manager engagement, as well as digitization of companies' products.

- Designed optimized user experience to automate clients workflow by collaborating cross-functionally with internal multidisciplinary team members to facilitate presentations and training to company stakeholders.
- Effectively communicated project roadmap and progress to executive leadership, fostering a collaborative environment that achieved buy-in on adoption initiatives resulting in a 60% increase in employee engagement.
- Applied advanced Excel proficiency to manipulate, analyze, and visualize data, utilizing functions, macros, and data validation techniques to inform strategic decisions and optimize project performance.

Education

Bachelor of Arts, Human Relations - **University of Oklahoma**

2012-2015

Specializations in Psychology and Spanish

Master of Arts in Human Resources - **University of Oklahoma**

2016-2017

Specialization in Human Resource Diversity and Development

UX/UI Design Certification - **General Assembly, Remote**

2022-2023

Certified Scrum Master Certification - **ID: 1593030**

