

Project Manager, Implementation

Full-time | Remote, North America | Collaboration with Vietnam Team

Target Start Date: September 2026

Are you a hands-on Project Manager who thrives on delivering successful implementations and building strong client relationships? Do you enjoy taking ownership, working across global teams, and driving projects from kickoff to go-live?

Mercatus is looking for a mid-level Project Manager, Implementation, to support the delivery of key client initiatives. This role is ideal for someone who is execution-focused, highly organized, a strong communicator and comfortable operating in a fast-paced, collaborative environment.

What You'll Do

You'll play a critical role in delivering implementation projects, partnering with clients and internal teams to ensure smooth execution and successful outcomes.

- Lead implementation projects from kickoff through go-live and early stabilization
- Serve as the primary point of contact for clients, ensuring clear communication and a strong delivery experience
- Coordinate cross-functional teams across North America and Vietnam
- Develop and manage project plans, timelines, and status reporting
- Track progress, identify risks, and proactively drive issue resolution
- Align technical and business stakeholders to ensure project success
- Support and coordinate data migration activities as required

Contribute to documentation, delivery processes, and continuous improvement initiatives

Key Deliverables

Success in this role will be measured by your ability to deliver the following:

- **End-to-end delivery of implementation projects**, from kickoff through go-live and early stabilization
- **On-time, on-scope project execution**, with clear visibility into timelines, risks, and dependencies
- **High-quality client communication**, including regular status updates, stakeholder alignment, and issue management
- **Well-structured project artifacts**, including project plans, RAID logs, status reports, and meeting cadences
- **Effective coordination across global teams**, ensuring alignment between North America and Vietnam contributors
- **Successful support of data migration and integration activities**, where applicable
- **Smooth go-live execution**, with minimal disruption and clear transition into stabilization



- **Actionable post-implementation insights**, including lessons learned and recommendations for improvement

What You Bring

You're proactive, detail-oriented, and confident in managing both client relationships and project execution.

- 3–5 years of project management experience in **software implementation, SaaS, or technology environments**
- Proven experience working on **client-facing projects**; ability to present and speak to project plans in retailer-facing meetings effectively.
- Experience collaborating with **cross-functional and distributed teams** to support highly technical solutions while keeping deliverables on track.
- Working knowledge of **SDLC** and experience in **Agile or hybrid delivery environments**
- Familiarity with tools such as **Jira, Confluence, Asana**, or similar
- Basic understanding of **APIs, integrations, or data workflows**
- Exposure to **data migration projects** is an asset
- Awareness of **security and compliance standards** (e.g., SOC 2, data privacy)
- Strong communication, organization, and time management skills

Nice to Have

- Experience in **grocery retail, eCommerce, or supply chain domains**
- Experience in retail business environment with an understanding of operations and customer journey elements.
- Experience working with **global teams**, particularly in Asia/Vietnam
- Familiarity with **change management practices**

About Mercatus

Mercatus helps leading retailers transform how they connect with shoppers through modern digital commerce and personalized experiences. Our platform gives grocers the tools to own and enhance their digital presence with retailer-branded solutions that engage customers from discovery to checkout.

By combining commerce, personalization, and actionable shopper insights, we help retailers create more relevant experiences, strengthen loyalty, and drive measurable growth. Trusted by top North American grocery retailers, including Weis Markets, WinCo Foods, Stater Bros. Markets, Big Y, and Vallarta, among others.

At Mercatus, we're building the future of retail technology—helping retailers compete, differentiate, and thrive in a digital-first world.

Please send your resume and a brief note outlining your relevant experience to:

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Mercatus

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