Karen E. Messick

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CAREER PROFILE

- Relationship driven, professional, self-motivated, hands-on Implementation & IT Project Manager with more than 20 years of experience in the hospitality industry
- Retail industry and software knowledge with extensive POS implementation and ERP integration experience
- In-depth hospitality industry and software knowledge, including ERP, PMS, Sales & Catering software, Time & Attendance, and Food & Beverage POS, POS Pay@table technology
- Broad experience working with varied levels of stakeholders and executive level sponsors
- Clear understanding of software implementation processes, procedures, documentation, and training
- Excellent communicator with advanced verbal and written communication skills
- Vast experience managing multiple projects of all sizes, concurrently, across multi-functional teams and third party stakeholders
- Strong problem-solving, critical thinking, and analytical skills
- Ability to work productively in Waterfall and Agile methodologies

BUSINESS EXPERIENCE

Agilysys, Remote Employee   August 2021 – present
Project Manager

- Lead customer facing projects that drive revenue and provide high customer satisfaction
- Implementation of F&B Point of Sale including InfoGenesis & InfoGenesis12UX, along with a suite of rGuest products for a wide range of hotels
- Coordinate installation of multiple credit card processors/gateways as well as Pay@table technology with the F&B POS including FreedomPay, Shift4, and Elavon
- Identify, manage, report and escalate on program or project risks
- Manage 30+ projects and several products concurrently including project schedule, budget, resource and quality constraints
- Work directly with customers to set appropriate project expectations, address customer goals, determine target dates, manage tasks and provide regular project updates
- Ensure effective transition of projects to support

RSM US LLP, Boston, MA   April 2019 – November 2019
Project Manager – Business Applications

- Manage client facing projects including the following ERP systems: NetSuite, Great Plains, and Microsoft D365
- Work directly with clients to set appropriate project expectations, address customer goals, determine target dates, manage tasks and provide regular project updates
- Handle multiple projects concurrently including project schedule, budget, resource and quality constraints utilizing Smartsheets, D365 PSA, and TeamDocs
- Identify project risks, escalate, and work to mitigate as required
- Deep involvement in integration from NetSuite to SAP Ariba P2P with a 3rd party vendor as well as internal integration experts

M & R Consultants Corporation - Boston, MA   August 2018 – January 2019
Transitions Project Manager, Contracted to Sonesta International Hotels

- Manage multiple hotel property renovations at various stages of construction/renovation including cross-functional teams within Sonesta as well as outside vendors
- Manage communication with project sponsors, stakeholders, and vendors
- Create and manage project plans & budgets, mitigate risks, and escalate issues as needed
- Manage software implementation & data migration to Delphi fdc for multiple properties & global sales office
- Work with third party partners to gather business requirements and determine best practices that follow corporate standards

Treehouse Technologies, Boston, MA   May 2018 – August 2018
IT Project Manager - Contracted to Encore Boston Harbor

- Develop all project documentation including business cases, financials, project & training plans, and post-implementation support
- Identify, manage, report and escalate on project risks
- Manage multiple projects concurrently including project schedule, budget, resource and quality constraints
- Work with vendors to ensure projects meet company standards

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TEKSystems, Remote Employee   December 2016 – July 2017
Onboarding Project Manager - Contracted to Agilysys
- Lead customer facing projects that drive revenue and provide high customer satisfaction
- Develop and manage project plans and documentation based on Agilysys Project Management Group standards
- Identify, manage, report and escalate on program or project risks
- Manage multiple projects concurrently including project schedule, budget, resource and quality constraints
- Work directly with customers to set appropriate project expectations, address customer goals, determine target dates, manage tasks and provide regular project updates
- Ensure effective transition of projects to support

MODIS, Watertown, MA   March 2015 – July 2016
Application Systems Analyst - Contracted to Sabre Hospitality Solutions
- Serve as analyst for teams responsible for developing, coding testing and debugging enhancements
- Provide business direction and technical analysis to team
- Understand, interpret and translate business requirements and technical specifications into user stories and flow documents
- Assure adherence to product standards
- Take part in analysis training and meetings, Agile iterations planning and demonstrations sessions
- Determine functional requirements by analyzing business requirements, constructing workflow charts and diagrams, studying system capabilities
- Improve systems by studying current practices and designing modifications

NetSuite, Las Vegas, NV & Boston, MA   February 2013 – March 2015
Project Manager
- Manage ERP and Retail Point of Sale (POS) projects using the NetSuite ONE Methodology
- Provide pre-sales support by scoping POS projects and writing Fixed Fee and Time & Materials Statements of Work
- Effectively manage cross-functional teams and resources including 3rd party consultants to meet project goals
- Functional subject matter expert (SME) for POS and integration to ERP
- Conduct business requirements gathering sessions and write documentation for customer approval
- Plan, manage and communicate the progress of the project, achieving project milestones and maintaining momentum of the project

Capton Inc., Remote Employee   February 2012 – October 2012
Implementation Project Manager
- Consulted with high end hotel, resort, & casino clients to streamline business practices and bar operations to reduce liquor costs
- Conducted all client software, hardware, and operational training for use of Beverage Tracker and POS integration software
- Integrated drink recipe information to match up with POS items (Micros, Infogenesis, Aloha, HSI)
- Coordinated multi-hotel Capton system restart/refresh efforts based upon system use and budget constraints
- Managed all post-sales through post-implementation communication with clients
- Created and update all implementation & training documentation
- Managed entire implementation processes from pre-install to support desk
- Worked with IT and cabling contractors to determine cabling and network requirements for each client install

Stefanini, Remote Employee   March 2007 – June 2011
Implementation Project Manager – Contracted to Capton Inc   February 2008 – June 2011
- Consult with high end hotel, resort, & casino clients to streamline business practices and bar operations to reduce liquor costs
- Conducted all client software, hardware, and operational training for use of Beverage Tracker and POS integration software
- Integrate drink recipe information to match up with POS items (Micros, Infogenesis, Aloha, HSI)
- Led and participated in all post-sales through post-implementation communication with clients
- Created and updated correspondence to clients as well as all implementation documentation
- Managed entire implementation processes from pre-install to support desk
- Worked with IT and cabling contractors to determine cabling and network requirements for each client install

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IT Project Manager – Contracted to Hyatt Select Rebranding   March 2007 – February 2008
- Participated in pilot conversions to develop the standard project plan, documentation and related materials for a typical conversion
- Part of a project team that was responsible for design, construction, operations, human resources and technology that focused on the conversion of two existing limited service hotel chains to a new brand
- Responsible for completion of upgrade of existing systems and installation of new systems in the guest rooms, public areas and administrative offices including, but not limited to: Telecom (PBX, Call Accounting & Voice Mail), Lodgenet (Guest Room Entertainment), WinPM (PMS), Self-Service kiosk, Micros (POS), key lock systems (Onity/Safelock/Ving), sound system, and a new Local Area Network (LAN) incorporated to a PCI Compliant server room
- Focus on 20+ concurrent conversions over a 90-day renovation/construction plan including guest room and public area conversions
- Responsible for the on-time and on-budget delivery of all systems in each hotel project assigned with budgets up to $1M
- Created and managed the project plan for each conversion
- Reported to the client technology team lead and worked with associates from the other teams, most of whom were client employees
- Provided weekly status reporting to the client technology team lead for each conversion project while identifying issues or concerns and proposed action plans to resolve
- Worked with vendors, hotel staff, and other associates to review requirements, monitor system installation progress, provide remote project management and provide on-site project management services as needed

EasyChoice Time & Attendance, Louisville, KY   July 2006 – March 2007
Implementation & Training Manager
- Made initial contact with client after sale is complete to discuss time & attendance needs and establish project timeline
- Configured customer database in ADI Time software to accommodate business needs
- Worked in conjunction with payroll vendor to ensure smooth transition of pay data to payroll by configuring appropriate interface
- Ensured that the clock installation, database configuration, and training are on schedule to meet the established project deadline
- Responsible for the Pre-Live to Post-Live transition to the help desk
- Assisted customer support department when needed

ADI Time/Jove, LLC (now Asure), East Providence, RI   August 2004 – July 2006
Senior Implementation & Training Specialist
- Led the implementation kick-off meeting with the Customer, Sales Person and Client Services Director
- Configured customer database in ADI Time software to accommodate business needs
- Responsible for thorough testing of customer pay rules to ensure proper calculations
- Ensured that the installation and training is on schedule to meet the established project timeline
- Responsible for the Pre-Live implementation & training to Post-Live transition to the help desk

TechTeam Cyntergy (now Stefanini), Remote Employee   August 2003 – April 2004
Implementation & Training Specialist
- Primary sales person for the initial rollout of multi-million dollar project targeted at over 4,000 franchisees for *Brilliant Hotel Software*
- Created and analyzed weekly reports to track sales and sales trends
- Assimilated field work experience with sales to increase sales and assist in the development of package
- Trained staff on franchisee needs and behavior to help increase sales
- Developed and implemented sales scripts
- Assisted in creation of sales quoting tool and installation preparation documentation
- Assisted in identifying on-site installation problems and managed problem resolution
- Responsible for training, set-up, testing, troubleshooting, and installation of all software and hardware
- Completed database builds and interface configuration
- Property Management Systems certification for *Brilliant Hotel Software*

Daylight Software, Inc., Dover, NH   July 2001 – May 2002
Implementation & Training Specialist
- Key liaison between Daylight and its customers providing on-site training and installation of *Daylight Sales & Catering software*
- Worked closely with customers and development staff to further enhance products through customer feedback
- Strong interpersonal communications skills required to work with decision makers and end users
- Collaborated with end users to determine application of software in relation to business processes

Cyntergy Corporation (now Stefanini), Remote Employee   February 1998 – June 2000
Implementation & Training Analyst

- Responsible for training, set-up, testing, troubleshooting, and installation of computer equipment
- Completed database builds and interface configuration
- Interfaces include PBX, Voicemail, guest room entertainment, credit cards, lock systems, and POS
- Implemented NT interface PC upgrades for Y2K compliance
- Performed hotel staff evaluations covering specified areas such as use of computers and software (PMS application)
- Received Property Management Systems certifications: *HSS, MSI, Fidelio Front Office Suite 7 and Version 6*
- Assisted with Fidelio v6 database conversion using Dbase for Wyndham/Starwood project