

NICOLE CAVALLARO

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SUMMARY

A results-driven, forward-thinking, and enterprising senior strategy and project implementation manager with in depth experience in agile and waterfall project methodologies, budgeting and forecasting, project management, client/vendor relations, and process improvement. Drives creative and strategic initiatives that optimize workflow processes and obtain organizational success. Builds and motivates collaborative teams while delivering productivity, performance, and results. An adaptable leader who empowers an organization to enhance business growth and achieve goals.

EXPERIENCE

OCWEN FINANCIAL CORPORATION, West Palm Beach, FL

Senior Manager – Strategy, Project & Acceptance Testing, Direct Lending Channel

2020 -2022

Project Implementations:

Consumer Connect CRM Implementation | Friends & Family Program Implementation | State Launches Implementation | New Customer Platform | Automated Conditions Implementation | EClose Automation | Website Chatbot | Search Engine Optimization | API Integrations | Marketing Programs | Sales Incentive Programs | Vendor Lead Integrations

- Managed, coached and mentored team consisting of 5 Project Managers and 4 User Acceptance Testing Analysts.
- Facilitated multiple agile projects as Scrum Master and waterfall projects as Project Manager.
- Effectively communicated project expectations to stakeholders in a timely and clear manner.
- Oversaw release and change management schedule and team, working lockstep with IT and Business Partners.
- Managed overall portfolio and project prioritization based on capacity, cost/benefit, & strategic alignment
- Conducted project lesson learned sessions and made recommendations for future projects.

Strategy Implementation Manager, Direct Lending Channel

2019 – 2020

Project Implementations:

Loan & Operations Assist Software Implementation | Sourcepoint Vendor Integration | Five 9 Call Tool Implementation | New Project Implementations | Complaint Management Implementation | Title Vendor Integrations | Equifax Implementation | Robotics Implementations | Change Control Process Implementation

- Ensured the value and accountability of strategic programs through inception to launch.
- Created and managed change management process, planning and delivery of all direct lending projects.
- Collaborated with executives to ensure projects are conducted to the benefit of the overall business.
- Provided governance, standardized process and best practices, tools and techniques.
- Created charter, scope and requirements documents and performed functional testing via test scripts.

Project Leader, Servicing Channel

2018 – 2019

Project Implementations:

OCWEN Acquisition of PHH Mortgage Implementation | Office 365 Conversion to Cloud | Sharepoint Online Migration | Concord Fax Cloud Solution Migration | ENote Implementation | Qlik Software Implementation | Collateral Tracking Software Implementation

- Organized, lead and facilitated weekly stakeholder meetings, ensuring project deliverables are met.
- Maintained and monitored project plans, project schedules, budgets and expenditures.
- Documented and followed-up on key actions, decisions and tollgates from meetings.
- Prepared weekly executive presentation materials on project health, schedule, risk and budget.

- Ensured projects adhered to project management frameworks and all artifacts are maintained.

PHH MORTGAGE CORPORATION, Mount Laurel, NJ

Senior Project Cost Specialist, Information Technology

2012 – 2017

Implemented and administered a centralized IT project management optimization tool, Clarity PPM, for 500+ users to streamline project budgeting, forecasting, capacity planning and executive reporting.

- Restructured cost mapping and equipped leadership to monitor costs effectively; generated savings of \$200K by identifying opportunities for redeploying resources between projects.
- Reduced \$500K in operating expenses by uncovering financial discrepancies in capitalization procedure and advising management for restructuring process.
- Narrowed the gap between forecasted budget and actual cost 20% by escalating monthly variances to leadership in order to determine corrective action needed.
- Optimized IT capital project reporting process, by compiling and analyzing all project status reports ensuring status, health and financials are accurate and clear in terms of goals and expenditure, while shortening the reporting cycle 50% from 6 to 3 days.

Senior Team Leader, Business Analysis

2007 – 2012

Promoted from Senior Business Analyst to Team Leader. Managed a team of 11 business requirement analysts through the successful implementation of a software upgrade for 450+ mortgage documents from Power-builder / I-32 to Dialogue technology platform due to end of life.

- Decreased document maintenance team headcount needs 20% by implementing a streamlined platform.
- Managed consolidation of documents from 5,000 in legacy platform I-32 to 450 in Dialogue platform by utilizing Dialogue's template technology to integrate variable data and rules.
- Reduced document maintenance cycle time 50% by leading team in implementation of new software.
- Ensured team players were meeting daily goals for implementation by providing mentoring, coaching sessions, and goal setting to complete project 10% under budget.

CENDANT CORPORATION, Mount Laurel, NJ

Senior Financial Analyst, Financial Planning and Analysis

1996 - 2007

Promoted from Analyst to Senior Financial Analyst. Created and maintained forecasting models for 400+ cost centers.

- Promoted from Junior Financial Analyst, to Financial Analyst and ultimately Senior Financial Analyst.
- Developed new budget package to view consolidated budgets to proactively reduce future variances.
- Generated detailed analysis on revenue and expense variances for all business channels to determine which areas had significant profitability potential.

EDUCATION

LASALLE UNIVERSITY, Philadelphia, Pennsylvania

M.B.A., Management

MONTCLAIR STATE UNIVERSITY, Montclair, New Jersey

B.S., Finance/Marketing

CERTIFICATIONS

Certified Scrum Master (CSM) – Scrum Alliance
 Certified Scrum Product Owner (CSPO) – Scrum Alliance
 Project Management Professional (PMP) - PMI

TECHNICAL SKILLS

Clarity PPM v.15.2 & Instantis – Enterprise Track System, Act On Marketing Software, Microsoft Project, Gantt Charts, Excel, Word, Visio and Powerpoint, Advanced MS Teams, MIRO & MURAL Whiteboard, JIRA, Confluence, Power BI, Service Now Project Manager, Encompass, Consumer Connect CRM, Hyperion Reporting, Caliber RM, QlikSense, Doktrak

