

## RESULTS DRIVEN PROJECT MANAGEMENT PROFESSIONAL

PMP certified Project Manager with over 10 years of project management experience. Results driven people, process, project, and change manager with proven ability to successfully lead projects regarding deliverables, budget management, risk management, and overall impact. Demonstrated project management skills to facilitate on-time and cost-efficient successful project completion. Ability to facilitate and engage cross-functional project teams across multiple locations. Proven time-management skills to manage and prioritize multiple concurrent projects. Solid communication skills to effectively negotiate and facilitate requirements gathering discussions, deliver presentations and training programs to diverse audiences. Extensive experience leading teams throughout Agile, Scaled Agile Framework (SAFe,) and traditional SDLC processes. Proven experience working with and leading offshore teams.

- Agile Implementation & Leadership
- Organizational Leadership & Change Management
- Enterprise Software Implementations
- Process Analysis & Reengineering
- Project / Program / Portfolio Management
- Quality Assurance
- Requirements Analysis & Specification
- Strategic Planning
- System Migrations
- Technical Consultation

## TECHNICAL SKILLS

### Certifications:

Executive Leadership & Management (Wharton), Project Management Professional (PMP/PMI), Agile Certified Practitioner (ACP/PMI), Certified Scrum Master (CSM/Scrum Alliance), SAFe Specialist (Scaled Agile), Certified Associate in Project Management (CAPM/PMI), Professional in Business Analysis (PBA/PMI), Certified Scrum Product Owner (CSPO/Scrum Alliance), CCMP (ACMP), ITIL v4 Foundation (Axelos), Lean Six Sigma Green Belt (IASSC), CCMP (ACMP), Cloud Computing Specialist (IBM), Google Analytics/SEO (Google), Salesforce Certified Administrator (ADM 201)

### Operating Systems:

Windows (including Mobile), iOS, Linux, Unix

### Process and Methodologies:

Agile, Scrum, SAFe, SDLC Waterfall, PMI/PMBOK, PRINCE2, Kanban, ADKAR

### Tools & Experience:

MS Project (10 years), Atlassian Jira (10 years), Confluence (10 years), MS SharePoint (10 years), MS Visio (10 years), MS Office (10 years), Google Office (8 years), Smartsheet (8 years), MS SQL Server (8 years), CCMP/ADKAR Change Management (8 years), Salesforce Sales Cloud (5 years), Service Cloud (5 years), Salesforce Marketing Cloud (5 years), Salesforce Experience Cloud (5 years), Tableau (5 years), Azure DevOps (5 years), Lucid Software (5 years), SEO (5 years), Google Analytics (5 years), Google AdWords (5 years), REST APIs (5 years), ITSM (5 years), HTML (5 years), CSS (5 years), Salesforce Field Service Cloud (3 years), Salesforce B2B Commerce Cloud (3 years), Salesforce B2C Commerce Cloud (3 years), Slack (3 years), MS Dynamics 365 (3 years), Microsoft Power BI (3 years), ServiceNow (3 years), Amazon Web Services (3 years), Asana (3 years), Basecamp (3 years), HubSpot (3 years), Figma (3 years), Oracle Database (3 years), SAP HANA (3 years), Selenium (3 years), SAP Crystal Reports (3 years), Java (3 years), JavaScript (3 years), Python (3 years), GitHub (3 years), Salesforce Finance Cloud (2 years), Salesforce Health Cloud (2 years), Salesforce Government Cloud (1 year)

## PROFESSIONAL EXPERIENCE

### **GCOM Software LLC, Remote Position Senior Program Director, State of MD**

The state of Maryland is currently undergoing a massive business process modernization initiative for many of its government agencies. Examples of Maryland agencies that were supported included the Maryland Notary Division, Maryland's Medicaid and Medicare program, and the Maryland Department of Natural Resources. This position involved managing and directing 4-8 projects that all belonged to one large-scale program (OneStop) at any given time. Leading projects from Discovery through Go Live was paramount to success in this position. SOWs, RFPs, RFIs, and Change Orders were all regularly created in this position.

**November 2022 – May 2023**

**Position eliminated due to business reorganization**

- The creation of a PMO and standardized project management business processes were accomplishments that were successfully accomplished while in this position.
- This position assisted in project governance, leadership, and overall technical assistance. The team was comprised of 15 individual contributors such as Technical Architects, Developers, Quality Assurance Analysts, and Business Analysts.
- Served as the Azure DevOps, Jira, Confluence, Slack, and SharePoint Administrator for the MD OneStop Salesforce Team.

**DISYS (D2M), Remote Position**

**April 2022 – October 2022**

**Salesforce Practice Lead / Scrum Master**

**Corporate Acquisition (Business Reorganization)**

Position involved building a Salesforce Practice from the ground up with a primary focus on building Salesforce capabilities, tailored messaging that pertained to each Salesforce Cloud/Product, and differentiation from other market competitors by way of packetized offerings, among others. The Practice grew from \$350,000 in April 2022 to \$2.2 million in September 2022. Several Fortune companies such as Advocate, BCBS, Baxter, Hard Rock, Ecolab, Carnival Cruise Lines, Moet Hennessey, and many more are now part of the Practice's Portfolio and were all newly added between April - September 2022.

- Built a Salesforce Practice from the ground up which primarily consisted of capabilities building, Salesforce guidance and leadership, and the hiring of Salesforce Consultants to work with an extensive list of Salesforce customers.
- Managed all Salesforce Practice activity in tandem with company leadership committee. Led all Practice Management, Governance, Vendor Management, Team Coordination, and SOW Creation activities.
- Served as the primary liaison and point of contact between D2M team and all D2M Salesforce customers, primarily with customer leadership teams.

**Docmation, Remote Position**

**September 2021 – April 2022**

**Senior Salesforce Program Manager**

**Career Advancement**

Led the delivery of multiple Salesforce projects. Identified and documented business requirements. Created and implemented project plans. Wrote user stories with detailed acceptance criteria. Managed projects from Discovery through Deployment. Provided QA, SIT, and UAT Testing assistance. Obtained client signoff after key project milestones were achieved.

- Managed the scope, budget, risk, and deployment of technical Salesforce solutions for mid to large-size companies worldwide.
- Served as the JIRA, Confluence, and Slack Administrator for internal and client facing communication platforms.
- Led 8-12 direct reports from Discovery through Deployment for several projects simultaneously.

**R.J. O'Brien (Hrvyst), Remote Position**

**February 2020 – September 2021**

**Agile Delivery Manager / Senior IT Analyst**

**Long-term project came to closure**

Managed a \$37.5 million long-term project by managing the project management, business analysis, and data analysis duties for the Hrvyst team within R.J. O'Brien, one of the most highly established Financial Services businesses in the United States. This position required effective collaboration, critical thinking, and an analytical mindset. The purpose of the project was to do a complete rewrite of the Hrvyst legacy trading website and mobile application.

- Served as key liaison during vendor management and business analysis activities to ensure that all requirements and key milestones were well documented and were visible to all stakeholders.
- Led a team of 12 team members daily through all ceremonies and phases of the agile software development life cycle.
- Served as the Hrvyst Administrator of Jira, Confluence, and SharePoint throughout the project.

**J&B Business Services, Remote Position with 50% Annual travel**

**January 2018 – January 2020**

**Senior Delivery Manager**

**Corporate Acquisition (Business Reorganization)**

This position involved working with a budget friendly startup Consulting company that offered Consulting services in the areas of Agile Coaching and Implementation, Business Analysis, Project Management, Process Analysis, Cloud, Big Data technology, and CRM (Salesforce and Microsoft Dynamics) implementation services. Consulted with company leaders across several high impact industries such as Manufacturing, Health Care, Hospitality, Food/Beverage, Technology, Insurance, and Construction, among others. The business strived to reduce waste, lower risk, increase productivity, and maximize profit for companies of all sizes.

- Managed stakeholder engagement efforts for the entire business. This involved initiating, planning, executing, monitoring, controlling, and eventually closing the engagement. This was primarily done using Jira, MS Project, and ServiceNow.
- Managed the project scope, schedule, cost, quality, resources, communications, risk, and at times procurement, depending on specific project deliverables. This was done throughout the integration of key deliverables which were delivered and managed throughout the entire engagement.
- Served as Agile Subject Matter Expert and Coach to help stakeholders at all levels of every client company's transition into utilizing Agile/Scrum on a constant basis confidently and effectively.

**WeatherTech, Bolingbrook, IL**

**January 2017 – December 2017**

**Agile Delivery Manager / Agile Coach**

**Contract Position**

Served as Project Manager and Scrum Master for multiple projects at a time. Served as PMO for both onshore and offshore teams. Led daily stand-ups and scrum ceremonies for four scrum teams (SAFE/scrums of scrums). Worked with product owners to groom the backlog and plan sprints. Tracked, escalated, and removed impediments. Reported at daily Scrum of Scrum meetings. Tracked burn down, issues and progress in Jira. Collaborated with multifunctional teams to resolve issues. Taught and implemented Scrum

practices to key stakeholders in their successful attempt to adopt an Agile Hybrid project management methodology rather than utilizing a strictly traditional SDLC (Waterfall) methodology.

- Led process improvement efforts regarding updating the company's project management style and philosophy towards project management. This helped lead to increased productivity by way of reducing siloed work and helped maximize collaboration among company staff members.
- Served as PMO and Agile Coach that helped lead business and technical stakeholders. This ensured that all stakeholders had a mutual and clear understanding of what was expected of them throughout every project.
- Tracked and managed all project progress using Jira, Microsoft Project, SharePoint, and Salesforce.

**IBM**, Remote Position with 75% Annual Travel

**June 2015 – December 2016**

**Product Implementation Manager (Cognos BI & Watson Analytics) Position eliminated due to business reorganization**

Managed the risk, budget, and project management plan for implementation projects. Gathered requirements from C-Level and Business Manager stakeholders. Developed and implemented business solutions for many well-known companies such as Honeywell, Weather Company, and Nike, among others. Led project management activities for projects relating to Cognos Analytics, Watson Analytics, and Soft Layer Cloud Technology. Served as the Box for Business Administrator for a team of over 500 users. Contributed towards process improvement plans to help customers reduce waste and maximize efficiency which then resulted in increased profit by as much as 65%.

- Analyzed client system configurations, gathered requirements from customers, and developed solutions regarding improving client's technical infrastructure systems.
- Achieved success implementing Analytic, Cloud, CRM, ERP, and IOT solutions for over 50 clients using tools such as Cognos, Watson Analytics, IBM Bluemix, IBM Soft Layer, and Cloud Concierge.
- Conducted pre-sale and post-sale activities regarding client infrastructure improvements. This involved leading customer demos, conducting user training sessions, and serving as a primary Analytic SME for clients of all types and sizes.

**Carousel Checks**, Bridgeview, IL

**April 2014 – June 2015**

**IT Program Manager / Business Analyst**

**Career Advancement**

Led project management, business analysis, data analysis, and CRM initiatives for the entire organization. Served as Scrum Master and Program Manager throughout this time. Spearheaded the adoption of Agile practices throughout the firm to increase productivity and ROI by over 50% from the previous year.

- Contributed to \$2.5M in increased revenue in less than 1 calendar year by providing overall IT expertise, particularly in the areas of people, process, project, and change management.
- Increased IT department productivity by over 50% by leading effort of converting company project management methodology from traditional SDLC approach to an agile approach.
- Traveled 25% to meet with other industry leaders to perform process enhancement activities such as attending Gemba walks, performing external benchmarking, and to attend industry trade shows and conferences.

**RR Donnelley**, Remote Position with 50% Annual Travel

**January 2013 - April 2014**

**IT Project Manager / Business Process Analyst**

**Contract Position**

Collaborated with the Executive (C-Level), Business, and Technology teams at customer sites to analyze workflows and determine happy path practices. Enabled companies to operate more efficiently and cost effectively, which in turn generated between 20-50% (on average) return on investment from the following year for customers. Conducted training sessions regarding maximizing operational efficiency at client sites as well as remotely via online collaboration platforms such as Zoom and Skype.

- Worked on a Regional team that supported customers in the Midwest (Iowa to Pennsylvania and as far south as Tennessee). This resulted in over 50% travel.
- Helped customers to become more efficient and profitable while also maximizing return on investment regarding company technology and methodology that firms were utilizing.
- Participated in and occasionally led Six Sigma training sessions on a bi-weekly basis which helped to assist customers regarding maximizing their business processes to improve efficiency.

## **EDUCATION**

**Graduate Certificate**, Executive Leadership and Management

The Wharton School of Business, University of Pennsylvania

Graduated March 2023

**Bachelor of Science (BS)**, Management Information Systems

DePaul University, Chicago, IL

Graduated June 2012