SIM MANN

Senior Software Project Manager (IBM Software Consulting)

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Professional Summary

- 5.5+ years of experience in end-to-end complex, multi-functional software project management and delivery.
  - Expert in managing cross-functional teams and high-value software projects with hands-on experience in SAP BRIM, OTC, SD.
  - Certified Agile Scrum Master (SAFe) with a deep understanding of software development methodologies, API Integration, data migration, and defect resolution. Manages delivery via Git, Jenkins, Kubernetes (CI/CD), JIRA, Confluence, Trello, and Rally.
  - Strong leadership & communication skills, with the ability to influence stakeholders, build relationships, and drive project success.

Education

Honors Bachelor of Business Administration (BBA) | Lazaridis School of Business & Economics   Waterloo, Canada (2019)

Relevant Professional Experience

Senior Project Manager - Software Implementation & Delivery   April 2022 to Present
IBM (Toronto, Canada)

- Currently managing engineering development teams & build delivery for **SAP software** implementation (Air Canada - Project)
- Most recently led a **$65M SAP** software project, managing a cross-functional team of **55+ members**, ensuring successful implementation and integration with vendor teams.
- Directed strategic program management and project governance for a solution impacting **6M customers.**
- Collaborated with client and vendor PMO to oversee design, development, unit testing, UAT/Beta testing, and quality assurance.
- Managed the integration and development of **API interfaces (REST APIs),** ensuring alignment with product owners and project requirements.
- Developed and executed strategic program roadmaps to ensure in-scope, on-time delivery.
- Delivered executive communications and presentations, supporting decision-making with comprehensive dashboards.
- Built and maintained strong relationships with clients and stakeholders, negotiating project priorities as needed.
- Effective communication & interpersonal skills to understand client requirements, address concerns and provide strategic guidance for SAP software implementations that align with organizational goals while optimizing IBM business outcomes.
- Demonstrated advanced understanding of end-to-end software program management through planning & delivery.

Project Manager - Software Implementation & Delivery   March 2020 to April 2022
IBM (Toronto, Canada)

- Managed a SAP BRIM software project, leading a **team of 43 functional, technical, data migration, and QA experts.**
- Coordinated with client PMO to schedule and oversee design, development, testing, and quality assurance.
- Successfully **managed engineering build/development teams** by tracking status for delivery tasks for each release (JIRA, GIT).
- Led **defect resolution efforts, performing root cause analysis** and providing timely status updates.
- Recovered a delayed project by implementing governance processes and reallocating resources for on-time delivery.
- Developed **accurate reporting dashboards for each project** on project status throughout its lifecycle (design, build, test).

Director & Co-Founder   Aug 2020 to Present
Touch of Elegance Shop (E-commerce, Global)

- Led the design and global sourcing of premium apparel & accessories, maintaining high inventory quality and optimizing stock levels to meet dynamic market demands.
- Developed and managed e-commerce website, enhancing user experience & driving a **30% increase in online sales** through continuous improvements and strategic updates.
- Designed end-to-end customer order journey, ensuring seamless processes from order creation to payment & fulfillment.
- Assessed cost-benefit analysis through demand reports to review which products should be launched & brought back in stock.

Additional Skills

- **Softwares/Tools:** SAP Software, Git, Jenkins, Kubernetes, Confluence, JIRA, Keynote, Wrike, MS Project, Excel certified.
- **Methodologies:** Agile (SAFe), Scrum Master certified, SDLC, API Integration, Risk Management, and Change Management.
- **Management:** Executive Presentations, Strategic Roadmaps, Gantt Charts, Stakeholder Management.