

Results driven senior level IT professional, with extensive management experience successfully providing leadership across the full SDLC, in various roles. Exceptional delivery skills with an emphasis on the ability to support technology and business partners and continually drive the creation of business value and overall project success in the form of high value, high quality working software. Strong servant leader with excellent communication and organizational skills, noted for history of driving both business innovation and execution in a timely manner, while cutting IT costs.

Areas of Expertise

Microsoft Azure	Amazon AWS	Advanced Analytics
Systems Design and Development	CCPA	IoT
Infrastructure	Data Conversion	DataMart/Data Warehouses
Business Intelligence Tools	Ecommerce	VSTS\ TFS
SharePoint	MS Project Server	IBM Server Migration
Earned Value Management	Budget Management	Change Management
SDLC, Agile IT Systems	Mobile	Service Now

Accomplishments

- Dedicated team leader with a proven track record of effectively coordinating and driving programs of varying sizes to successful conclusions.
- Successfully managed client projects in 18 different countries
- Managed and deployed complex cloud applications for Big 4 audit practice
- Built the entire ecommerce platform for Staples Europe that has resulted in a 260% local revenue growth

Professional Experience:

Senior IT Project Manager

Nissan

Franklin, Tennessee

10/19-3/20

- Accountable and responsible for the end-to-end delivery of CCPA project for Nissan Digital
- Lead core scrum ceremonies and coach the team on foundational and advanced agile concepts such as the daily standup, backlog grooming, sprint planning, retrospectives, user story mapping and hypothesis validation
- Managed multiple workgroups on the project and tracked and obtained daily status from each
- Manage the overall relationship between IT and several major business areas.
- Reported status to IT PMO and C level executives

Engagement Manager

Deloitte

Nashville, Tennessee

10/19

8/18-

- Accountable and responsible for the end-to-end delivery of application technology solutions in line with strategic business objectives
- Ensured that the business needs are clearly understood and the technology implemented meets the needs and expectations of the business
- Worked with channel leadership to budget and prioritize planned and unplanned development and maintenance project engagements.

- Oversaw product planning, delivery, release management, and deployment to ensure technology standards and business needs were met
- Worked with channel and business leadership to develop a strategy for execution of product roadmaps
- Developed strategies to reduce application related costs and increase efficiencies of applications in production
- Integrated the business strategy and knowledge of software capabilities (current and future) into vision and direction for all channel-related products
- Managed teams based in Ukraine, Columbia, India and multiple US locations
- Lead collaboration with senior business managers and technical teams to globalize applications and move to Azure
- **Environment:** Microsoft Azure, Microsoft Angular framework, MS VSTS\TFS, Power BI, Tableau, Service Now,

Senior IT Project Manager

Lexmark

Lexington, Kentucky

3/18- 8/18

- Sr. Project Manager responsible Advanced Analytics and IoT work streams as part of a Microsoft Dynamics 365 implementation
- Proactively managed and removed impediments and risks to ensure the team could focus on delivering incremental business value, while working to establish the team's baseline velocity, sprint cadence and release plan
- Oversaw the reporting environment design
- Lead change management process with systems integration vendor
- Tracked vendor invoices and reconciled and discrepancies
- Documented and tracked multiple risks\dependencies and reported status to CIO
- **Environment:** Microsoft Azure, Microsoft Dynamics 365, Power BI, Amazon Redshift, AWS, SAP BW, Salesforce, Siebel, Service Now,

Senior IT Project Manager

Hu-Friedy Manufacturing

Chicago, Illinois

1/18- 3/18

- Sr. Project Manager responsible for leading the effort to provide visibility to dealer provided SAP transactional data in Salesforce.
- Lead the program strategy development
- Reported team progress, highlight risks/returns, clarify issues, suggest recommendations, and present next stage Project plan
- Responsible for budgeting and billing process
- Coordinated the reporting process
- Created timelines and reported status to C level executives
- Documented and tracked multiple risks\dependencies
- Environment: Microsoft Azure, SAP ECC, SAP BW, Informatica Cloud, Salesforce CRM, SharePoint, MS Project, Monday.com

Senior IT Program Manager

Options Clearing Corporation

Chicago, Illinois

12/16-12/17

- Sr. Program Manager responsible for leading the remediation effort for an SEC audit which included both application development and infrastructure work streams
- Develop, foster and maintain effective relationships with all key customer points of contact
- Reported status to IT PMO and C level executives
- Documented and tracked multiple risks/dependencies
- Maintained project artifacts to comply with SEC requirements
- Created WBS and managed to it on a daily basis
- **Environment:** Amazon Web Services, SAP ERP, Java, HR Workday, ETL Tools, Encore Transaction System (custom software), SharePoint, MS Project Server, JIRA, Enterprise Data Warehouses, Journyx Time Entry System

Senior IT Program Manager**Optum Rx,****Schaumburg, Illinois****7/16-****12/16**

- Cross application program manager responsible for leading the development and implementation of multiple subprojects of an enterprise level pharmacy benefits management system program
- Managed multiple vendors on the project and tracked and obtained daily status from each
- Managed both application development and infrastructure work streams
- Generate analyses of timeline, resource, and budget information
- Monitored and tracked team performance metrics (time, cost and quality milestones) relative to project plan and prepared periodic management reports to communicate project performance
- Drive processes for assigning budget and resources to programs/projects; tracking program/project performance against plan
- Managed and coordinated multiple project releases
- Coordinated UAT process
- Project team of 25 including multiple vendors; on-site and off-site resources and a project budget of \$20MM
- **Environment:** SQL Server, .NET, LAN/WAN, Service Now, Quality Center, ETL Tools, Custom Software, SharePoint, JIRA, MS Project, Clarity, Enterprise Data Warehouses

Senior Program Manager**Leo Burnett****Chicago, Illinois****10/15-****7/16**

- Managed development and implementation of a cloud based talent management application
- Responsible for planning, execution and day to day management of all program activities
Program activities included scope management, requirements documentation, schedule development, Risks/dependencies log and project planning
- Followed SDLC Agile methods for analysis, design, testing, implementation, training, and documenting
- Ensured delivery of solution met Statement of Work (SOW) and contract specifications according to scope and budget
- Responsible for developing KPI's that will drive value to the customer
- Managed all aspects of application delivery for multiple versions and releases
- Reported project status to Directors, Vice Presidents, EVP and C level executives at weekly management review meeting
- Developed and managed all testing plans, ensuring that all UAT/Usability/Usefulness testing criteria are satisfied
- Responsible for risk management and mitigation
- Project team of 15; project budget of \$2.5MM

- **Environment:** Microsoft Azure Cloud services, .NET, SQL Server, ETL Tools, Custom Software, SharePoint, MS Project, SAP ERP

Senior Program Manager**Volkswagen Credit****Libertyville, Illinois****4/15-9/15**

- Responsible for managing the development and implementation of an enterprise wide back office hosted solution.
- Consulted with senior business managers to understand strategic goals and translated them into requirements Presented project estimates and plan details that lead to more informed business decisions
- Responsible for planning, execution and day-to-day management of all program activities
- Led all program activities include scope management, schedule development, project planning
- Responsible for resource management, quality assurance and oral and written communication
- Created functional specification documents that clearly identified all project or work order requirements
- Created test data as necessary and executed detailed test plans
- Tracked defects tickets using ServiceNow
- Project team of 40 including multiple vendors, onshore and offshore resources; project budget of \$25MM
- Environment: SAP ERP, Custom Software, SQL Server, IBM Mainframe, LAN/WAN, SharePoint, Service Now, Quality Center

Senior Program Manager**Lions Clubs International****Oak Brook, Illinois****10/14-3/15**

- Managed a portfolio of 6 projects. These consisted of a large Membership DataMart build; software enhancement, Cisco Switch upgrade as well as a MS Lync 2013 rollout among many others.
- Utilized SAP BI toolset for developing DataMart projects
- Facilitated daily standup team meetings to review deployment progress, milestones and goals as a Scrum Master
- Performed high level analysis and provide time and effort estimates for projects
- Developed and facilitated change control process & communication
- Developed and maintained risk management matrixes for projects and published deliverable based status reports every week
- Project team of 10 including multiple vendors; project budget of \$2MM
- **Environment:** Oracle, SAP BI Tools, SQL Server, HP Servers, Custom Software, SharePoint, MS TFS, Basecamp, Cisco Switches

Senior Program Manager-Global Deployment Lead**AbbVie****Abbott Park, Illinois****12/13-06/14**

- Managed multiple program work streams: infrastructure, system and network testing, hypercare, cutover, user go-live communications, stakeholder project status reporting
- Ensures that program/project governance effectively aligns with technology strategy/roadmaps and enterprise architecture plans

- Ensured SLA /metrics reporting requirements are followed and met on a monthly basis. Including, but not limited to: Quarterly Governance Executive Reviews, Monthly Metrics, daily/weekly metrics reporting.
- Developed change management process to gather, assess requirements to fit system into existing system design
- Developed test plans, test scripts and testing status
- Managed Cutover process, reporting and daily discussions with a detailed schedule and project resources via MS Project as it related to system go-live activities for deployment of CTE, Concur Travel & Expense software
- Project team of 25 including multiple vendors; project budget of \$5MM
- **Environment:** SAP, Oracle DB, HP Servers, Concur Travel and Expense, SharePoint, MS Project

Senior ECommerce Program Manager

Quill.com

Lincolnshire, Illinois

1/13-12/13

- Managed full project lifecycle that included developing Project Charter, developing scope definition of work, developing and managing project plan, identifying deliverables and monitoring operational readiness, monitoring and controlling processes to insure release management gating standards are met, coordinating status update meetings and reporting updates to senior leadership
- Managed Infrastructure Services outsourcing with Colt in Paris
- Implemented advanced BI tools to drive sales and generate greater share of repeat business
- Managed the development of the Staples UK mobile app
- Partnered with Staples Sourcing and Legal teams to negotiate vendor contracts with clearly defined service level agreements to meet business satisfaction requirements while driving process efficiency
- Developed comprehensive project plan and implementation schedule that covered entire 17 country roll out
- Travelled to Amsterdam, which is HQ of Staples Europe, to work with European project teams to ensure infrastructure project goals and timelines were met
- Project team of 75 including multiple vendors and multiple teams in 3 organizations across 4 countries; project budget of \$12MM
- **Environment:** .NET, Oracle 11g, SAP, Commerce Server, SQL Server, IBM Mainframe, LAN/WAN, Custom Software, SharePoint, HP Servers

Senior Program Manager

S2 Tech,

Chicago, Illinois

4/12-12/12

- Managed a large database re-platforming program moving from a mainframe to a relational database for State of Iowa Medicaid MMIS
- Managed full SDLC following Agile project management approach which included content migration, custom development, reporting, testing and change management separated into multiple iterations
- Conducted Executive level communication that includes, but not limited to: Quarterly Governance meetings, Monthly Metric meetings, Escalation Management and daily stand-ups
- Led a distributed project team comprised of US and Indian resources
- Responsible for developing and maintaining project plans and budgets

- Created detail mapping documents to convert from Mainframe COBOL system to relational data base
- Managed budget of \$3M and multiple teams totaling a staff of 20
- Environment: Pervasive Data Integrator, MS SQL Server 2008, MS Project Server, JIRA, LAN/WAN, IBM Mainframe

Senior Program Manager

Synovate

Chicago, Illinois

10/11-3/12

- Led a large database re-platforming project (Oracle 2010g to Microsoft SQL Server 2008) and application migration
- Managed complex application migration, data and infrastructure upgrade that included two production environments
- Responsible for planning, execution and day to day management of all project activities that included scope management, schedule development, and project planning
- Oversaw data mapping, testing and data migration for Oracle 10g to SQL Server 2008
- Oversaw/gathered business requirements, performed GAP analysis, Quality Assurance and testing
- Managed development of web based application for large healthcare client
- Managed development of infrastructure environment for new application being built
- Led a distributed team of on-shore and off-shore resources
- Managed budget of \$1M and team of 8
- **Environment:** IBM Mainframe, LAN/WAN, Oracle 10g MS SQL server 2008, PSQL, TSQL .NET , C#, MS Project

Senior Program Manager

Action Property Solutions

Chicago, Illinois

9/09-9/11

- Led the implementation of Oracle Financials Suite
- In conjunction with Oracle implementation led desktop rollout company wide
- Managed a development team consisting of US and Indian resources
- Managed full SDLC following Agile project management approach which included content migration, custom development, reporting, testing and change management separated into multiple iterations
- Developed and managed cutover strategy and plans
- Developed and managed risk management matrix
- Managed budget of \$6M and team of 16
- **Environment:** Oracle Financials, LAN/WAN, SQL, HP Quality Center, MS Project, MS Office, SharePoint

Wachovia Securites, Chicago, Illinois

7/07-1/09

Senior Project Manager

Cardinal Health, Waukegan, IL

2/07-7/07

Senior Project Manager

Kindred Healthcare, Louisville, Kentucky

6/05-12/06

Senior Project Manager

Stonebridge Trading Group, Chicago, Illinois

10/01-6/05

Senior Project Manager

Comergent Technologies, Chicago, Illinois

12/00-10/01

Senior Project Manager

C-Bridge Consulting Group, Chicago, Illinois

2000-2000

Senior Project Manager

Metamor Technologies, Chicago, Illinois

1998-2000

Consultant

Dynamic Logic Systems, Nashville, Tennessee

1994-1998

Practice Director

Corporate Business Systems, Chicago, Illinois

1990-1994

Controller

EDUCATION

The University of Cincinnati

Bachelors of Arts, Finance

University of Kentucky

CERTIFICATIONS

MCSE

PMP (in process)