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PMP, CSM

PROFESSIONAL SUMMARY

- A PMP certified planning & project management professional experience working on data warehousing projects, Microsoft project enterprise, project management with 8-10 years of overall IT experience.
- Strong technical and business qualifications with an impressive track record of 10 years of experience in strategic planning, business development, lean process improvement, project management and program management.
- Coordinated and managed a team of 80 + people including onsite & offshore testers and developers.
- Extensive experience working with Veeva CRM application.
- Directly manages all aspects of the project life cycle and works with matrix IT partners to oversee all SDLC phases of a project
- Currently responsible for planning and execution of end-to-end product/project test lifecycle including: gathering requirements, defining roadmap and vision, working closely with business analysts, development, testing, support teams, and third party vendor teams to ensure business generation and Client satisfaction goals are met.
- Excellent communication and presentation skills with problem solving abilities, team management, focused delivery and currently seeking a suitable position.

AREAS OF EXPERTISE

- **PROCESSES:** Program Management, Agile Project Management, Project Management, Scrum, SDLC, Marketing Strategy, Development, Quality Assurance, BI Reports Development, Tableau dashboard development, Web Development, Process Reengineering.
- **TOOLS:** SharePoint, JIRA, Confluence, Visio, MS Office, Business Objects, Oracle, SQL, Rally, QC, EPM 2007, EPM 2010

EDUCATION & PROFESSIONAL TRAINING

- Bachelors of Science in Computer Science from Northwest Missouri University, Maryville, MO
- Masters of Science in Computer Science from University of Chicago, IL
- Certified Project Management Professional Certification (PMP)
- Certified Business Analysis Professional Certification (CBAP) in the Business Analyst Book of Knowledge (BABOK)
- Certified Scrum Master Certification

EXPERIENCE

Confidential Company, Pleasanton, CA

IT Project Manager/Scrum Master

08/16 -till present

- Create and maintain project plans, including the development of project timeline, milestones, tasks, resources, task dependencies and durations.
- Manage and track project performance, including resource allocations, cost, and quality by conducting regular team status meetings and continuously evaluating progress of the project.
- Develop and communicate project status and establish appropriate governance across both business and IT to manage scope, issues, risks and project changes.
- High expertise in change management methodologies and principles.
- Managing assigned projects through full-life cycle, requirements definition and through stabilization.
- Managing geographically dispersed business teams, off-shore development teams, and third-party vendors.
- Serves as a Scrum Master (Agile) on an as needed basis who directly oversees daily activities for the project team.
- Provides management visibility into project status while executing effective decision-making, approvals, and direction.
- Ensures UAT activities meet business goals. Coordinate release business approval(s) prior to launch.
- Proficient understanding of one or multiple program/project methodologies (i.e. Waterfall, Scaled Agile for the Enterprise, Scrum, Extreme Programming)
- Ability to collaborate with business and IT partners to develop program scope and requirements while building a foundational knowledge of business processes.
- Capable of managing day to day activities of one to multiple low complexity with support from IT leadership.

Performant Financial Corporation, Livermore, CA

IT Project Manager

08/15 - 08/16

- Created and executed project work plans and revised plans as appropriate to meet the ever-changing business needs and requirements. Used formal SDLC project methodology.
- Provided data integration best practices and technologies understanding and resolving data integration issues.
- Focused on the deliverables, milestones, and tasks for multiple projects managing the effective execution of tasks/processes on the project.
- Managed
- Project Management office and oversee all project engagements.
- Standardized around best-in-class processes for all project teams using Agile/Scrum or traditional Waterfall methodologies.
- Conducted hiring and training for all Project Managers/Scrum Masters.
- Managed software architecture and development program of projects associated with enterprise product suite of applications and application services.
- Implemented agile and lean Kanban framework methodologies in a platform and product-based software development environment.

- Managed configuration and deployment of Target Process, an enterprise product portfolio and software application life cycle work management application, supporting Agile / Scrum and Lean / Kanban methodologies.
- Worked with Product Management, platform & development teams to prioritize product features and user stories into roadmap release plans via story mapping.
- Planned and coordinated releases.
- Identified, researched, drafted, and implemented improvements in processes.

**State of Wisconsin, Madison, WI
Data warehouse BI Project Manager**

07/13 - 07/15

- Implementation of a Child Support Data Warehouse for the State of WI.
- Develop, mentor and train new team members.
- Performed Requirement solicitation and Identification of core business processes.
- Performed data quality analysis of source system data.
- Experience in data modeling, data integration best practices and technologies.
- Resolving data integration issues involving data security solution development for PII and FTI.
- Experience in Business Objects report development and Tableau dashboard development.
- Development and implementation of report/dashboard training for users.
- Predictive analytic modeling for collection of child support payments.
- Effective project communications including to an executive audience.
- Experience with Customer relationship management.

**Kirkland & Ellis LLP, Chicago, IL
Data warehouse Project Manager**

04/12 -

07/13

- Lead project kick-off sessions with new clients to assess case needs and allocate team resources.
- Devise standard operating procedures for project specific custom workflows.
- Train case managers and attorney review teams in Accelerate platform via web meetings or on-site visits.
- Guide clients throughout project life cycle, adapting specialized workflows to achieve maximum review efficiency and data organization.
- Generate business intelligence reports by manipulating data filters to track trends, attune project targets, and measure review success.
- Accomplish timely project deliverable completion under tight deadlines and with varying specifications.
- Administer complex production checks to guarantee premium deliverable output.
- Provide client feedback to development/management teams to influence future product direction or project management strategy.
- Oversee case closure protocols preparing client facing project completion reports summarizing project success.

**CUNA Mutual Group, Madison, WI
IT Project Manager**

10/11 -

03/12

- Product Management responsibility for web based platforms utilized by over 2,500 credit union customers that generates over \$40M in annual revenue. Responsible for full life cycle management of the products.

- Managed internal project(s) from planning through delivery, including project control and status reporting, team coordination, and related troubleshooting and problem resolution to ensure completion of assigned project is on schedule and within budget and quality parameters.
- Converted project requirements to executable deliverables; develops and maintains project plan and schedule using the appropriate methodology for the type of project.
- Organized day-to-day project activities and related meetings, identifies and communicates project scope and ensures critical path, project milestones and objectives are met.
- Coordinated communication across the cross-functional teams.
- Ensured that Stakeholders have clear, concise and up-to-date information on the project's progress.
- Raised issues and conflicts as they arise; works with Product Manager to mitigate conflicts and resolve issues as needed.
- Maintained balance and functions well in a fast-paced, changing environment.

Shire Pharmaceutical, King of Prussia, PA

Project Lead

07/09 - 09/11

- Chemical Manufacturing & Control: Gathered user requirement specification for a new Project Portfolio Management tool with gap analysis of the MS Project Web App - Project Online application.
- Provided leadership oversight on special projects. Ensured projects are completed within agreed timeline and budget to achieve desired outcomes.
- Developed tools and process to prioritize and track a portfolio of Commercial initiatives; track operating and financial performance on a regular basis.
- Drive annual brand and long-range planning, working with multiple functions at Shire Pharma and with our partners to develop robust strategies and tactics.
- Facilitated weekly Commercial Leadership team meeting and other key Commercial and Medical Affairs meetings
- Prepared monthly U.S. and quarterly International Joint Commercialization Committee meetings in close collaboration with leadership.
- Developed targeted internal and external analytics providing insights, analysis and solutions to senior management.

State Farm Insurance, Bloomington, IL

05/08 - 06/09

BI Project Manager

- Establish the vision and direction for the project management culture with the Agency department.
- Act as an advocate and spokesperson for the departments' vision, goals, and objectives on projects and Programs.
- Manage multiple and complex projects concurrently using defined project management methodologies.
- Work with appropriate management to assemble project teams with the necessary expertise and skills for each project.
- Act in a liaison capacity with other corporate departments and/or Human Resources divisions in the development and implementation of projects.
- Communicate and market services to business partners and the rest of the organization.

ACS Government Healthcare, Atlanta, GA

Sr. Business Systems Analyst

05/06 - 04/08

- Performed Risk Identification and Project Complexity analysis for potential projects to obtain estimates for cost, staffing, the level of risk, and other metrics associated with a project's implementation.
- Performed WBS and project plan validation procedures to ensure project plans were constructed according to corporate standards. Participated in toll-gate reviews, at designated intervals, to make sure projects were performing as expected.
- Participated in the ACS Deal Pursuit Process as a PMO/Governance SME.
- Performed Risk Identification and Project Complexity analysis for potential projects.
- Provided PMM and SDM content to proposal writers and wrote proposal sections associated with ACS project management and system development methodologies.
- Performed WBS & Project Plan Validation and conducted analysis of work plans during project toll-gate reviews.