Client Name
Contact information

Summary of Qualifications
I am a Technical Program Manager who leads enterprise-wide project initiatives (EPMO) in healthcare and financial services with a focus on process improvement, change management and risk management. In both startup environments as well as high growth companies, I provide project management throughout the systems development lifecycle (SDLC) from concept through closure. I employ methodologies that include Agile, Kanban, Waterfall, or a hybrid of all three.

Career Highlights
- Led $141M MetLife logo re-branding initiative by implementing an Agile transformation that reduced reporting timeframe from 2 months to 2 weeks
- Ran Data Lifecycle Management project for TD Bank that improved regulatory & internal data compliance for multiple lines of business, reduced expenses & automated data lifecycle
- Led 3-year, $2.5M Electronic Health Record software implementation project across 80 locations & managed multiple infrastructure projects for Boston-based physician group
- Built HealthTech's PMO from ground up, resulting in a 26% increase overall of on time, on budget delivery of enterprise-wide projects
- Member Board of Directors (PMI-W), Iona College Project Management Advisory Board & founding Board Member, Microsoft Project User Group's tristate chapter
- Collaborated with HealthTech's HR leadership to deliver employee evaluation, rewards, & peer review system
- Selected by Bill Dow to create content for his course on building a PMO practice
- Ran 8 simultaneous projects valued at $12.2M related to integration of Blue Cross/ Blue Shield partners by creating ROI workups for potential partners, addressing concerns raised by legal & other lines of business related to data sharing, manage data architecture, external vendors & development teams

Professional Experience
Company Name   2020 - present
Senior EPMO Project Manager
- Responsible for enterprise-wide full-cycle program management for high priority projects to ensure on time, on budget delivery
- Lead full-cycle project management from requirements gathering, resource allocation, deliverables timelines, budgets, cost & risk management
- Advise CTO & stakeholders throughout multiple lines of business on best practices in program & project management
- Direct efforts to mature PMO & establish business process standardization protocols for project management

Company Name   2019
Senior EPMO Manager
- Managed partner integration & software development (SDLC) teams to ensure alignment with program mandates, stakeholder expectations & project plans
- Collaborated with Business Analysts, Enterprise Architects, Engineers, Legal & Product Management teams to support release schedules
- Monitored Quality Assurance testing & validations related to SDLC projects

Company Name   2018 - 2019
Enterprise Project & Program Manager
- Led global & regional teams to manage >3K projects for IT, marketing & commercial real estate departments
- Managed reporting cycle, change, & control logs
- Updated Steering Committee, workgroup & program teams via global communications

Company Name   2018
Project Manager
- Led project management for $3.4M enterprise-wide data management initiative
- Collaborated with Data Privacy team regarding security, ensuring compliance with evolving data privacy protocols & industry-specific regulations

Company Name   2018
Senior Project Manager
- Brought on to get projects back on track for CUNA Mutual Group & Microsoft
- Managed 12 direct reports to run project lifecycles including maintenance of detailed project plans, project charters, risks & issue registers
- Developed project methodologies to expand organizational capabilities

Company Name   2014 - 2017
Senior Vice President of PMO Operations
(promoted from Vice President)
- Built PMO team from ground up to manage project lifecycles for 6 portfolios valued at >$4.7M
- Served as top advisor to CEO corporate strategy, revenue projections, new business development, creation of VOIP division, & operations
- Established customer-centric practices to ensure efficient & consistent operational efficiency
- Designed project management templates, policies & procedures
- Implemented project selection methodologies for pipeline, scheduling & resource management tools

Company Name   2012 - 2014
Consultant
- Modernized legacy IT infrastructure to incorporate cost-effective technology enhancements that included expansion of network storage capacity, telecommunications upgrades, onsite & remote tech support
- Established cost benefit model for vendor outsourcing
- Supported $7M capital improvement initiative in partnership with business heads in order to link technology upgrades & improve facilities

Software
MS Office (Word, Excel, PowerPoint, Visio, Access, MS Project); Planview Enterprise; Jira, Confluence; Smartsheet; Adobe Creative Suite, Workforce, Clarity, WebEx, Teams, Visual Studio, SQL Server Management Studio; Rhapsody, VSS,

Programming Languages
COBOL, COBOL II, JCL, DB2, Oracle PL/SQL, Visual Basic & .Net Technologies, C, C++, ASP, HTML, CSS, Java EE, JavaScript, Python

Certifications
Project Management Professional (Project Management Institute; Safe 4.6 Agilest (Scaled Agile)