

INTELLECTUALLY INQUISITIVE | CHALLENGE-DRIVEN | CONSENSUS BUILDER | CALMING INFLUENCE | SOLUTION SEEKER
 MASTER OF BUSINESS ADMINISTRATION IN INTERNATIONAL BUSINESS FROM UNIVERSITY
 CERTIFIED PMP & LEAN SIGMA BLACK BELT IN PROCESS IMPROVEMENT

CHANGE MANAGEMENT • PROJECT MANAGEMENT • EXECUTIVE LEADERSHIP

ACCOMPLISHED... ACCOUNTABLE... ANALYTICAL...

- Encompass 10+ years of high-performance, responsive hands-on change and project management experience, with expertise in leading teams of 110+ and directing budgets in excess of \$90 million, in design/development and implementation of integrated technology solutions across diverse and complex platforms.
- Recognized for excellence in simultaneous multi-project management and driving team unification and productivity to consistently and unflinchingly get the job done.

EXPERTISE

Project Risk Assessment & Mitigation • Process Improvement • Team Building/Motivating & Leading
 Problem Identification & Resolution • Cost Efficiency & Mitigation • Productivity Optimization
 Executive Reporting • Budget/Resource Planning & Monitoring • Industry Policies/Procedures & Standards
 Microsoft Office Suite & Access/Visio/Project & Project Server/SharePoint/UAG/SQL
 PeopleSoft/PeopleSoft ERP • Deltek OpenPlan/WelcomeHome/Time & Expense/CostPoint
 Rational ClearCase/ClearQuest/ReqPro • Remedy P/CM • Quality Center • Java/JavaScript • C/C++
 CM Tools • Ab Initio • Oracle • Windows • Mac OS • HP-UX • HTML • COBOL • IVR • Citrix

KEY CONTRIBUTIONS

Company
Name

- **Spearheaded stabilization and progression of firm** during transitional phase that included **slashing attrition rate to less than 1% from 8%** and implementing company-wide Software Development Life Cycle (SDLC), which improved transparency, reduced redundancy and error rate, enhanced efficiency and client satisfaction, and **propelled revenue by more than 10%, via billable hours**.
- **Garnered \$2+ million capital investment in IT** through comprehensive analysis of budget needs for supporting all existing and potential clients, and business case validating staff changes.
- **Generated approximately \$300,000 in billable revenue** by undertaking full accountability for revamping several failing projects for critical client.
- **Persuaded displeased client (\$1 million revenue contributor) to reconsider terminating their contract** by dedicating time to all stakeholders involved to heed their grievances, understand the disconnection between client and ****, and provide mutually beneficial resolutions. **Client remains one of firm's most profitable accounts**.
- **Formulated a zero-based budget** for IT and Operations in addition to rolling out systems for tracking and measuring allocation of resources that accurately calculates and gauges employee productivity demonstrated to aid in streamlining expenditures.

Company
Name

- **Improved on-time reporting of PMO by nearly 100% and billing cycle/cash flow by 20%**.
- Via significant strides made in quality of PMO reporting to client, the company **consistently received excellent DOE performance scores**.
- **Aided company in attaining ISO 9001:2008 and SEI CMMU Level-III Certification**.

Company
Name

- Assumed responsibility for a large failing program of projects and was **able to complete all, on-schedule, and under budget by an average 5%**.
- **Facilitated company receiving CMMI Level-III Certification** via development of policies/procedures and providing project artifacts/interviews for investigation/audit.

Company
Name

- **Piloted team of 50+ in crucial development and testing effort (\$90 million project) for **** redesign** of Securities Accounting System and restatement of earnings, including all risk planning/management and mitigation strategies, that once proven and implemented, culminated in realizing **30% decrease in process time** required to complete system execution for monthly accounting close, eliminating redundant reporting, optimizing sequencing of remaining reports.
- **Developed/modified and executed security/compliance and software development policies** that achieved positive company-wide results, including external audit results improvement.

EXPERIENCE

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Company Name – Location**02/2012 – Present****Vice President • Operations Support**

02/2015 – Present

Engaged to collaborate with CIO/COO in expansive process improvement initiative, which includes cost management and leadership of several pivotal projects that intersect operations/IT and client relations.

- Establishing service level agreements across operations designed to provide greater visibility into contract service level requirements, expedite and improve efficiency of client servicing, as well as ensuring compliancy and avoidance of financial penalties.
- Execute productivity improvement projects across the organization subsequent to identification and strategic analysis of critical issues.

Vice President • IT Application Services / IT Business Support

02/2012 – 01/2015

Oversaw IT team of 110+ in supporting 15+ core systems/vendors and trading partners, covering medical claims processing/contribution accounting/eligibility/pension processing/web services/IVR and call center systems. Ensured compliance with all applicable federal and state regulations; apprised executive team of potential enhancements of IT opportunities, as well as their cost-benefit analysis and risks.

- **Served as interim CIO/CTO for six months, reporting directly to CEO** with responsibility for defining technology strategy and road map of IT organization, and presenting plans to all stakeholders/business partners, IT staff, clients and vendors.
- Managed IT budget and cost-to-budget performance, developed department revenue/profit and EBIT goals as well as P&L/program and technical costs.
- Led development and implementation of five-year technology plan.
- Instituted improved performance management/training programs for IT.

*“**** turns knowledge into new value for both clients and company, and embraces change and challenges as opportunities. ... excels in leadership and fiscal management, and has brought significant value to the team.”*
2013/2014
Performance Reviews

Company Name – Location**Director • PMO**

11/2009 – 01/2012

Maintained accountability for overall PMO operations as related to contracts valued at \$800 million with DOE/DoD and DHS, including management/business development/EVM and document approvals systems/contract reporting, as well as client-facing and internal IT projects.

- Engendered corrective action and remediation system for client issues/budget and quality deviations and reported to senior management/customer **** on overall quality/risk and issue management status.

Company Name – Location**Consultant • Senior Program Manager**

04/2009 – 11/2009

*Tasked with management of program with 20+ concurrent projects for **** direct loan servicing and debt management collections systems and **** servicing.*

- Provided weekly senior management and executive reporting on functional areas/divisions and projects.
- Mentored team in new software development/technology and security projects, maintenance releases.

Company Name – Location**Senior Project Manager**

11/2005 – 03/2009

*Superintended restatement of earnings securities accounting system software development team, and administered risk/compliance to Sarbanes-Oxley (SOX) and **** internal standards/policies and procedures that entailed liaising between internal governance/SOX test-teams and external audit.*

- Established/ensured adherence to budgets/schedule/work-plans and performance requirements.
- Handled implementations and operations across multiple business units for problems/document tracking/approval and notification.
- Teamed up with senior management to formulate appropriate governance and compliance culture throughout the organization, including development of specialized training programs and SDLC.

ADDITIONAL EXPERIENCE: Company Name • Vice President – Technology • Chief Technology Officer

EDUCATION • CERTIFICATIONS

University – Location ••• Master of Business Administration (MBA) • International Business**University – Location ••• Master of Science (MSc) • Information Technology****Project Management Professional (PMP) • Lean Six Sigma Black Belt**