



Business

Strategy

- Facilitate Roadmap planning meetings for business and IT consensus. Perform modeling, simulations, and what if analysis
- CIO liaison for coordination of plans w/ Executive teams
- "OwnIT" Leadership Award(s) recipient from CIO
- Received company award for innovation
- Company "MVP" Award recipient

Change Management

- Six Sigma Black Belt
- Member of enterprise change management team
- Owner of release schedules

Product Management

- Evaluation, selection, contract negotiation for Enterprise Project Management SaaS tool
- Product Manager for Enterprise Project Management solutions
- Product Owner & Admin for Collaboration platforms (SharePoint & Confluence), Defect tracking platform, Merchant platform, CRM integration
- Member of iPad Application Review committee establishing standards and platform goals

Technology

Portfolio Manager

- Focused on Portfolio ROI optimization
- Supply vs demand analysis and capacity planning
- SME for estimating techniques and processes
- CIO University graduate and Architecture Team appointee
- Member of IT Leadership Team

Development Manager

- Manage Development team of 45 people
- Manage Professional Services team of 26 people
- Outsourcing experience

Agile / Scrum Coach

- Certified Scrum Master
- Mentor for Scrum Masters
- Architect of Scrum deployment
- Owner ("Scrum Lord") of methodology & Agile PMO

Program & Project Manager

- PMI trained
- Owner of Waterfall methodology deployment
- Create and manage project performance metrics
- Manage multiple Programs and Projects
- PMO Manager of team of 4-12

SharePoint

System Architect

- Redundant farm architecture utilizing HyperV
- Secure authentication for extranet access (TMG Servers)
- SQL Server clustering

System Administration

- Install farm software, patches, and upgrades
- Install 3rd party solutions from CorasWorks, Bamboo Solutions, KwizCom and others
- Active knowledge and usage of CodePlex solutions

Application Development

- Solution for work order tracking and custom workflows in multiple time zones
- Solution for tracking process hand-offs between teams
- Enterprise project portfolio management application for tracking project deliverables for both Scrum and Waterfall
- Management dashboards and reporting portals

DFW SharePoint User Group

- Active Member
- Chairman of the Administrators sub-team

Work Experience

- Business oriented Product, Project and Portfolio Manager with Six Sigma Black Belt focused on Strategy/ROI
- SharePoint Architect w/ 9 years' experience building production solutions.
- Responsible for implementing and deploying an Agile SDLC environment from traditional Waterfall SDLC. Converted entire development org. w/in 4 months, saving the company 2.8mm and receiving SPARC Award for innovation. Implemented the Agile PMO.



- Portfolio Manager of 300+ projects (110 active concurrently) using SaaS tools AtTask, Rally, Planview (Admin)
- Program Manager for Salesforce.com Service Cloud Implementation, leading team of 30 business users through requirements definition, process maps, use cases; acting Product Owner for feature prioritization, design approaches for scrum team responsible for delivery.
- Program Manager for implementation of Appian BPMS product/tool for 500 business users
- Project Manager for successful deployment of both new development and maintenance projects of multiple business processes (Customer Administration/CRM, Billing, Reporting/Business Intelligence, Transaction Management, Sales Force Automation, etc.).
- Engagement Manager for 2nd largest contract in company history, established team from inception with mix of existing staff and new hires totaling 25.
- Established standards for Project Management Office (PMO) and managed the effective tracking of projects for 4 different organizations. Traveled internationally as PMO auditor of geographically dispersed teams. Implemented Microsoft Project Server in 45 days, including hardware and training for 200.
- Leader of company ideation program, facilitation of company leadership team meetings and planning sessions focused on delivery of new products and evaluating new markets.
- Member of Corporate dPSI (Data Privacy, Security, & Integrity) task force.
- Utilize the Firstlogic ACE and Match Consolidate Batch & Real-Time products to perform address standardization, Customer consolidation with data merge, and Customer hierarchy determination across 5 disparate systems, including Partner POS systems.
- Provided technical, marketing, and project management experience to clients in the areas of CRM Data Integration and Database Design, Web Site Design, Database Migration & Consolidation, Technology Support (Email, Infrastructure, VPN Connectivity), and Desktop Systems Procurement.
- Responsible for the Implementation department, which included budgets, staff development, sales support, and estimates for potential new sales engagements.
- Was acknowledged as the best presenter of our software solutions to prospective clients by sales staff.
- Member of 5 person sales team responsible for acquisition of largest contract to date (7.2 million), in turn Client requested that I lead the implementation project. Delivered initial solution w/in 60 days of contract.
- Responsible for implementing and maintaining all systems (CRM suite, data warehouse, and reporting tools) utilized by Marketing Department that include product direction, requirements definition, vendor selection, technical development, and implementation activities.
- Responsibility for managing/providing product direction that includes strategic product plan, benefits analysis, competitive analysis and revenue/expense models.
- Tripled staffing (user and technical) within six months along with development of business requirements and architectural approach to support re-engineering effort.
- Responsibility for both content and project delivery for 2nd largest customer's customized product solution, with a contract value of 6.2 million, included integration w/ POS systems.
- Proposed, designed, and delivered first turn-key implementation solution for client that took 45 days to implement vs. prior average of 6 months.
- Direct & implement all internal procedures for monitoring custom professional services development projects.

Work History

