

Proven, strategic senior leader with over 20 years of experience in Project and Program Management of enterprise, technical and business initiatives. Known for handling challenging projects, bringing projects back on track and introducing creative solutions. Demonstrated proficiency in critical/strategic thinking, project/program management, implementation of complex enterprise projects, process improvement/introduction, analysis, thought leadership and diplomacy.

Problem-solver and results-oriented leader with experience driving collaboration across cross-functional technical and business teams. Excellent interpersonal, oral and written communication skills and strong presentation skills. Ability to work with individuals at all levels, including executive leadership (up to C Suite) and international teams, to gain alignment, meet deadlines and drive business results.

WORK EXPERIENCE

SENIOR ENTERPRISE PROJECT MANAGER, US CELLULAR, CHICAGO IL JUL 2019 – PRESENT

- Manage all processes within the entire project lifecycle for strategic, high-priority, high-visibility enterprise projects. Serve as a liaison and facilitator between business owners and frontline strategy and technology teams. Manage plans, scope, budgets, issues and risks, and direct teams. Remove roadblocks through appropriate stakeholder management. Participate in business requirements and IS user story sessions to ensure requirements are clear to all parties and testing is completed for technical and commercial launches. Manage post-launch support to ensure stability and sustainability for end-users. Examples include:
 - *Business & Government (B&G) Web Portal* – Bring B&G Direct customers (of 50 lines or more) onto USCC's web experience via their own portal. B&G user lines equal approx. \$200K of U.S. Cellular's revenue. The B&G Portal was a new business venture which required managing communication, collaboration and alignment between business, IS and Frontline Readiness stakeholders up to Sr VPs. Led a team of approx. 20 from 4 different departments.
 - *E-Signature for Customers* – This project implemented the ability to capture customer signatures digitally in retail stores and agent locations, instead of through paper contracts. The technology enabled contracts to be emailed directly to customers and stored the contracts in the CRM system for easy future access. This enterprise project delivered functionality in over 750 retail stores and agent locations across the country (19 states, over 3,500 associates/agents). Over 17,000 digital contracts were completed in the first week. Led a team of individuals from 5 areas of the company, as well as the Adobe vendor.

SENIOR PROJECT MANAGER, UNITED AIRLINES, CHICAGO, IL (CONTRACT) APR 2015 – JUL 2019

- Managed multiple enterprise projects and served as a liaison between the business and technology teams. Worked with team leads from several international locations -- U.S., UAE, Germany and Japan.
 - *Cargo IT*: Brought on to lead a major server migration initiative and bring the project back on track. Managed issues for project managers, business contacts and testing teams to meet aggressive timeline. Directed the implementation of automating charges/fees for main United cargo system and revenue share application for joint ventures with other carriers. Managed the deployment of and enhancements to United's container tracking system. Managed cargo reporting initiatives, including resources for business/functional requirements and development work within the enterprise data warehouse for OBIEE/SpotFire reports.
 - *Inflight Wi-Fi & Entertainment*: Managed the technology aviation vendor for the Inflight Wi-Fi and Entertainment PMO. Supervised deliverables/implementation for United's custom inflight portal and player, streaming solutions, certificate-based crew connectivity and security testing.

PROGRAM/PROJECT MANAGER, USG, CHICAGO, IL (CONTRACT) OCT 2013 – JUL 2014

- Brought on to complete and manage the portfolio of year-end IT initiatives of USG's supply arm. This included 14 initiatives and a budget of \$600K+. All projects delivered under budget. Projects included BI reporting, online bill pay, web app interface projects and enhancement requests for USG's iSeries. Managed post-launch support for all year-end initiatives.
- Then managed USG's new portfolio of approx. nine projects and a budget of \$5M.
 - Managed budgets, resources and tracked projects for senior leadership. Served as liaison between business and technology leaders and development teams. Led requirements, development, testing and delivery for three of the projects. Also created training documents and managed the training plan.

PROJECT MANAGER, AT&T Mobility, ALPHARETTA, GA (CONTRACT, WORKED REMOTELY) JUN 2010 - APR 2013

- Managed over 20 high-visibility, large scope technical projects, including an Oracle upgrade consisting of major changes for Business Objects and BI Publisher reporting for all national mobility sales and inventory.
 - Served as liaison between business and technology teams, including senior executives. Worked with team leads in multiple locations, across the U.S. and internationally, to assign resources, manage projects, complete and test reports. All projects delivered on time and on budget.
 - Analyzed business, system and functional requirements for BO and BIP report updates for 450+ end users. Created and conducted training for end users of BIP.

WEBSITE PM, Warehousing Education & Research Council (WERC), OAK BROOK, IL NOV 2008 – MAY 2010

- Managed the redesign and implementation of WERC's complex CMS website, which grossed over \$100K in online revenue in the first quarter of being live.
 - Reviewed and analyzed business requirements for needs, must-haves and gaps. Outlined recommend path for redesigning the website including business rationale (proprietary CMS vs. opensource vs. off-the-shelf).
 - Developed detailed RFP for new website solution including functional and technical requirements, and integration of data into membership database (iMIS) and other external vendor databases.
 - Developed detailed scoring document for bids and analyzed bids. Conducted vendor product presentations and made recommendation based on overall scoring.
 - Supervised vendor's progress, timelines and deliverables during implementation. Acted as proxy, design consultant and decision maker for WERC for specific design and technical deliverables.
 - Created and executed UAT scripts and staff testing and provided test results back to vendor. Monitored and managed program level changes for the test and live site. Created training for all staff on CMS.

IT PROJECT MANAGER, West Marine, Inc., WATSONVILLE, CA (CONTRACT) JUN 2007 - MAR 2008

- Managed Business Objects corporate reporting project including install, programming and training for corporatwide use. Developed requirements, training materials, UAT script and logo design for the application. Drove collaboration between business areas and developers to ensure scope, budget and timeline were met.
- Managed the Voice of the Customer project to improve customer experience and communication. Included generating requirements and designs for html emails for orders and backorder postcards processes through iSeries order system.

PROCESS/IT PROJECT MANAGER, DeVry University, OAK BROOK TERRACE, IL (CONTRACT) DEC 04 – Sept 08

- Updated and implemented SDLC process improvement deliverables for the IT PMO. Completed analysis and requirements. Create and conducted training on use of Portfolio Intelligence (3-Olive).
- Led a CRM improvement project with a 30-day cross-country analysis, including interviews and a analysis of Oracle CRM tool used for recruiting students. Documented full recommendation and outlined required interim improvements. Managed development, implementation and training of a custom web interface to streamline data from the Oracle tool for recruiters.
- Directed install, programming and training for Salesforce.com application for use by the Corporate Recruiting team. Managed and worked with external vendor to develop functional requirements and UAT scripts. Conducted the data cleansing and transfer of the current information from the CRM to Salesforce.com. Managed training and implementation documentation.

EDUCATION

University of Illinois, Urbana-Champaign – Bachelor of Arts

SOCIETIES, AFFILIATIONS AND AWARDS

- University of Illinois, Life and Sustaining Alumni
- ASCLS Award for Website Design (via ISCLS), 2019
- Member, Project Management Institute (PMI), 2013-2014
- Mugumba Foundation, volunteer consultant, 2012
- Villa Grove Condominium Association Board Member, 2002-2011
- ISCLS President's Award, 2003
- Heartland AIDS Ride participant, 1997 & 2000
- CNA Consulting Group Example Award and Extra Effort Award, 1998
- EMT certification 1993-1997