

**EXPERIENCE**

**ITS PMO LEAD FOR BUSINESS INFRASTRUCTURE SOLUTIONS**

**Phoenix, AZ**

02/2014 – present

- Manage the creation and change management of the overall portfolio with a focus on benefits
- Ensure efficient and effective execution of the portfolio leveraging the ITS standard tools/processes
- Govern key programs across the organization
- Ensure the Process and Tools are in alignment
- Ensure the initiation and closure of programs/projects are properly executed and reflected in the project management and time reporting tools
- Work with the COE leaders to assign Program/Project Managers to programs/projects
- Prepare materials for the regularly scheduled program portfolio reviews with the Business Sponsor(s), ITLT and IT Partner(s)

**IT PMO LEAD-BIG DATA & ANALYTICS**

**Houston, TX**

07/2009 – 12/2013

- Provide, in the CIO program reviews, status updates of the programs, projects and resources for assigned program portfolio. Provide explanations for key variances and issues
- Ensure program benefit outlooks/forecasts are maintained on a monthly basis. Provide quarterly benefit comparisons of current outlooks to original plans
- Provide leadership and guidance to multiple, concurrent programs and projects, while working in a global matrix-managed team environment
- Identify and effectively resolve issues and conflicts within and among project team(s). Conduct regularly scheduled program/project status and issue reviews with Project Managers
- Lead the tracking and maintenance of NCR ITS metrics, documentation and best practices to ensure solution delivery and CMM standards are met
- Maintain the overall roadmap/Gantt for assigned program portfolio
- Schedule and lead demand management and portfolio governance meetings

**REGIONAL PMO LEAD**

**Detroit, MI**

07/2003 – 02/2009

- Lead the initiative to define ASEAN relevant KPIs and ensure that these are operationalized across the region
- Drive a customer defined quality driven project execution mindset
- Standardize project management processes to drive execution excellence and consistency across the region
- Work / co-operate with Headquarter Center of Excellence (COE) and Shared Services teams on new initiatives and on escalations to leverage their support. Drive escalation processes for fast Customer responses
- Continuously monitor and report region performance on process and create visibility on gaps and opportunities
- Collaborate with internal customers of service delivery, commercial, supply chain, order management teams to support process improvement initiatives such as field effectiveness, revenue forecasting and inventory planning
- Review country project execution; consolidate and manage regional escalations to support regional short term priorities

**EDUCATION**

**TEXAS A&M UNIVERSITY**

**Bachelor's Degree in Judgment Required**

**SKILLS**

- Establish and maintain detailed program/project work plans - preparing schedules for all project stages, and monitoring progress against baseline schedules, with key date updates for completion of each stage
- Identify dependencies and possible issues across teams, and create clear and actionable deliverables or activities to be completed
- Communication 1 - prepare communications and reports regarding daily projects & interactions (internal/external) for team members and stakeholders, including senior management
- Communication 2 - proficiency in setting up communications facilities, such as SP and project databases
- Partner with colleagues in different roles to assess the workloads and impacts for different departments
- Conduct formal reviews at key stages of a project, aiding the team in assessments and key decisions
- Establish firm-wide project reporting with a focus on value added advice and early identification and resolution of risk and issues
- Develop project portfolio prioritization methodologies
- Contract management - manage SOWs and contracts through approval process to completion and