

Citlalli Reichel

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EXPERIENCE

PMO TEAM LEAD

Phoenix, AZ

03/2014 – present

- Driving improvements to the quality of services provided by the team in line with project management best practices
- Provides effective situation management and escalation
- Team Supervision - Manage the day to day operations of the Wroclaw PMO Services team, escalating issues to management when necessary
- Risk and Issue Management - ensuring Programme Risks and Issues are being managed and maintained
- Assists in managing Human Resources tasks including, hiring, performance evaluation, recognition, and disciplinary actions
- Takes an active part in driving their Professional Development Plan (PDP) and career development
- Overseeing work related to risks / issues reporting, meeting preparation support, workforce

PMO ADMINISTRATOR

San Francisco, CA

05/2011 – 01/2014

- He/she will work in close collaboration with the Consulting Operations Specialist and report to several managers
- Develop workshop, meeting material, presentation and reports with input from the GFMI team
- Provide administrative support to the GFMI team e.g. arranging programme meetings/workshops, writing up of actions and notes
- Team events, workshops and client visits organization
- Facilitate communications between project teams, management and stakeholders
- Creation of management reports for leadership teams
- Establish common processes throughout the enterprise

PMO BUSINESS ANALYST

San Francisco, CA

09/2005 – 02/2011

- Responsible for providing program facilitation through planning, organizing, coordinating, and monitoring implementation activities
- Assists with project management and working across multiple geographies and time zones
- Partners with region and country AML business leads to support start-up of business-led projects at regional and country levels
- Supports various project activities (UAT, SIT, Capacity Planning, formation and review of FRD and BRD documents, etc.)
- Manage implementation strategy, organizational change management, strategy execution and production support, defect/problem tracking, Maintenance & Operation and test
- Ensures consistent implementation of methodology, tools, and reporting at country, regional, global level according to GAML PMO standards
- Collaborates with business partners and global stakeholders to drive cross-workstream escalation and issue resolution

EDUCATION

BELMONT UNIVERSITY

Bachelor's Degree in Computer Science

SKILLS

- Intermediate level capability with Access, SQL and Tableau
- Strong analytical, problem-solving, conceptual skills, task prioritization, follow-up, tenacity, creativity and customer service skills
- Ability to manage and facilitate meetings and initiatives to effectively develop plans and achieve goals
- Ability to communicate effectively across written, verbal and presentation formats to a variety of audiences
- Ability to multi-task, work independently, and stay focused in a dynamic fast paced environment
- Proficient in Microsoft Office (Excel, Access, Word, Visio, and PowerPoint)
- Intermediate level capability with Powerpoint and Word
- Expert level capability with Excel
- Intermediate level capability in statistical analysis of data
- Intermediate level capability in data analysis, metric trending and data reporting