

# JOHN H. SMITH, MBA, PMP

P.O. Box 1673 • Callahan, FL 32011 • 800.991.5187

info@greatresumesfast.com

## Program Manager / PMO Director

Dynamic, versatile, hands-on Program Manager who leads teams to design and implement successful IT projects that align business and IT objectives and deliver rapid results

### Project Management | Strategic Planning | PMO Management

Energetic, trusted, and detail-oriented Senior Program Manager and strategic solutions provider with outstanding project management and conflict management skills. Hand-picked by executive team to turn around underperforming programs; accomplished leader known and respected for leading successful change in projects and building credibility with executive teams and staff. Solutions driver who bridges the gap between business and technology with expertise in managing complex programs and multiple concurrent projects. Directs PMO teams to develop high-quality programs that solve business problems and provide tangible results for enterprise-level financial systems and legacy workflow systems.

- ◆ Conflict Management
- ◆ Turnaround Operations
- ◆ Staffing & Resource Management
- ◆ Risk & Issue Management
- ◆ Financial Modeling & Analysis
- ◆ Agile & Waterfall Methodologies
- ◆ Cost/Benefit Analysis
- ◆ Change Management
- ◆ Stakeholder Management

### CERTIFICATIONS

Project Management Professional (PMP) ~ Certified Information Systems Auditor (CISA)  
Lean Six Sigma Green Belt (LSSGB) Professional ~ ITIL V.8 (Basis) Certified  
Certified Financial Planner (CFP)

## Professional Experience

Gridlock Builders; Boston, MA (2011—Present)

### DIRECTOR OF FINANCE / PROGRAM MANAGEMENT

#### PMO Start-Up | Contract Management | PMO Management

Trusted Financial Executive with CFO- and CIO-level responsibilities; adds transparency to IT and financial operations while adapting financial strategy to organizational goals. Program Manager over all IT projects—manage workloads, define deliverables, hire and mentor resources, conduct performance reviews, and ensure compliance with established PMO processes. Direct business forecasting and financial analysis activities and identify opportunities and risks along with action plans to ensure attainment of financial goals.

- Spearheaded the development of the first-ever Program Management Office; defined project management processes, including those related to requirements management, change control, and user acceptance testing.
- Captured 60% savings in projects costs in only five months—reengineered project plan and renegotiated contracts with new vendors; enhanced quality assurance and maintained timelines.
- Reengineered vendor policy to enhance quality assurance and to identify risks and issues at earlier stages during the project; manage contracts for all IT vendors including website development, hosting, IT operations, and IT applications development.

New Morgan and Co., Inc.; Trenton, NJ (2010—2012)

### VP OF ENTERPRISE INFRASTRUCTURE PROJECTS / PROGRAM MANAGEMENT

#### Off-Shore Project Management | Multimillion-Dollar Budgets | Global PMO Staff

Top-performing Program Manager consistently sought out to reengineer troubled projects. Managed PMO staff in a matrix reporting structure consisting of 44 Global Project Managers and a department budget of \$15-million. Managed all projects, budgets, and strategic analysis for all programs. Prescribed solutions that provided quick ROI for maximum revenue productivity, service optimization, and system flexibility.

- Directed programs with up to 70 infrastructure and application projects—implemented vendor and financial strategies that improved project planning and reduced costs by 60% in only five months.