JESSICA CLAIRE

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EXECUTIVE PROFILE

Credentialed, results-driven project management leader with 18 years of information technology experience within both infrastructure and application development domains. This includes experience as a Director, Program Manager, Project Manager, Portfolio Lead, and Business Analyst. Motivated leader and communicator who inspires by promoting trust, cohesion, and project engagement across all levels of stakeholders and executives. Reputation as a highly collaborative strategic partner focused on understanding client needs while bridging the gap between business and technology. Proven ability to thrive within environments of ambiguity while providing calm and steady leadership. Skilled mentor and mediator who excels at bringing out the best in team members.

SKILL HIGHLIGHTS

- PMP Certification
- Staff Recruiting, Hiring, and Training
- Program and Project Management
- Strategic and Analytical Thinker
- Vendor Sourcing and Contract Management
- PMO Process Adoption and Standardization
- Budgeting and Forecasting

- Organizational Change Management
- Agile and Waterfall Methodologies
- Enterprise Level Deployments
- Business Case and Roadmap Planning
- Collaboration and Consensus Builder
- System Development Lifecycle
- Risk Management

CORE ACCOMPLISHMENTS

- **Successfully increased Gallup engagement score from 4.00 to 4.78 over a three year period** resulting in top quartile recognition from Nationwide's CIO Council members in 2015. Recognized as an influential people leader focused on creating highly motivated and engaged associates.

- **Program Manager over all phases of conceptual design, business case development, detailed design, construction, and IT infrastructure deployment for Nationwide's new Tier IV data center ($155M).** Facility was successfully constructed and deployed over 17 months and was delivered on time / within budget and received Gold LEED Certification by the U.S. Green Building Council.

- **Received four One IT Community Outstanding Contribution Award project nominations** submitted by senior leadership. Two projects were Top 10 finalists among 40+ nominations received across the enterprise.

- **Initiated and led the Protect Data In Transit Program including developing the business case and program strategy.** Successfully negotiated with more than 40 business partners to utilize secure file transfer and virtual tape replication technology resulting in significant cost savings and elimination of tape media shipments across multiple locations.

PROFESSIONAL EXPERIENCE

Director, IT Program Management, 2013 - Current
Fidelity Investments – Retsil, WA

-Direct and supervise a team of 18 IT Project Managers ($50M portfolio) supporting Nationwide Direct Internet Sales and Servicing, Digital, Specialty Insurance, Brokerage Solutions, and Affinity. Face off to 12 application teams and 6 business areas while providing project management staffing, methodology guidance, and portfolio management support.
-Optimized IT Delivery Executive curriculum across the PMO and facilitated training classes with application managers to help drive greater consistency of roles and responsibilities.
-Led cross functional committee to deliver adoption of new risk management KPI's and project dashboard enhancements resulting in increased visibility of process compliance and delivery constraints across the PMO.
-Facilitate and plan regular off-site meetings and workshops with direct reports resulting in increased associate engagement, thought leadership, and sharing of best practices.

Sr. Consultant, IT Project Management, 05/2010 - 11/2012
Egon Zehnder – Dallas, TX

-Directed and managed a 60+ member program team and six project managers ($40M budget) to support planning and execution of data center strategic vision, objectives, and project timelines. Led monthly steering committee meetings with senior executives and IT vendor partner to drive key decisions and showcase progress on multiple workstreams.
-Facilitated department meetings with more than 15 business leaders to communicate data center roadmap strategy resulting in securing critical support needed for migration planning.
-Inherited the Mainframe and Internet Resiliency Program where scope and schedule were not adequately defined. Established an environment of collaboration, discipline, and trust between infrastructure and application teams resulting in successful delivery of the program.

Consultant, IT Project Management, 01/2005 - 04/2010
Nationwide Services Company – City, STATE

-Directed and managed a 40+ member project team ($5M budget) over a two year period while delivering innovative mainframe storage replication infrastructure from Nationwide to SunGard. This project received the One IT Outstanding Contribution Award and reduced mainframe disaster recovery window to less than 12 hours.
-Led cross functional technology teams and external vendor to successfully plan and deliver packaged solutions ($2.5M budget) for Network and End Point Data Loss Prevention (DLP) resulting in significant risk reduction to the enterprise.
-Coached and mentored IRM and Nationwide Financial project managers to help enhance project delivery and improve reporting metrics across the portfolio.

Systems and Programming Project Lead, 11/2000 - 2005
Nationwide Financial (iMedia) – City, STATE

-Responsible for the initiation, planning, execution, and delivery of application development projects across multiple disciplines including Sales, Pensions, Data Warehouse, Web Hosting, and Directory Services.
-Coordinated production support activities and directed a team of more than 10 programmers, technical leads, and systems analysts to facilitate timely research, prioritization, and resolution of production incidents.
-Partnered with Morningstar to implement new data feeds and successfully managed a 30+ member project team to implement Fund Evaluator and Variable Annuity research tools allowing producers to market and sell more business.

Business Analyst , 04/1998 - 01/2000
Great American Insurance Group – City, STATE

-Utilized Oracle, Data Warehouse, and DB2 databases to support ad-hoc reporting for client audits, weekly and monthly reports, risk assessment, financial analysis, and special projects. This included developing and utilizing various department software tools within Agent Compensation.

EDUCATION

Bachelor of Science: Consumer Affairs
The Ohio State University - Columbus, OH
5-year member of The Ohio State University Marching Band

TECHNICAL SKILLS

Windows, Clarity, Workbench, MS Project, Visio, Word, Excel, Powerpoint, IBM Notes, Mindjet MindManager