Chareese Dionne Hayes

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Senior Program & Project Management Leader

Strategic and results-driven IT Portfolio Manager with over 20 years of experience overseeing complex, high-stakes technology initiatives across healthcare, entertainment, and enterprise technology sectors. Proven expertise in **IT portfolio management**, **PMO governance**, **project lifecycle management**, and **strategic IT alignment**. Adept at leading large-scale **IT transformation**, optimizing **resource allocation**, and driving **operational excellence** through data-driven decision-making. Recognized for fostering high-performance cultures through servant leadership, enhancing cross-functional collaboration, and delivering projects on time and within budget.

**CAREER HIGHLIGHTS**

* **Led GitHub's Largest Annual Conference**: Managed infrastructure and logistics for Codespaces Universe, leading a team of 35 across engineering, product, and design. Delivered the event on time and developed a comprehensive guide for future leaders, ensuring long-term success.
* **Transformed IT Operations at Planned Parenthood**: Implemented Agile project management practices that improved team efficiency by 20%, and built Change Management and Stakeholder Communication plans from scratch, significantly enhancing resource allocation and project timelines.
* **Consolidated Pharmacy Data at Kaiser Permanente**: Managed a large-scale data consolidation project, creating processes that are still in use today, from version 0.1 to 9.5, while leading cross-functional teams to streamline operations and improve data management efficiency.
* **Improved Project Efficiency by 30% at Disneyland Resorts**: Spearheaded multiple technical projects using Agile, Scrum, and Waterfall methodologies, reducing downtime and increasing operational productivity.
* **Drove Cross-Functional Success at Robert Half**: Led a variety of projects, from IT security implementations to call center upgrades, enhancing operational efficiency and stakeholder satisfaction through proactive governance and team alignment.

**CORE COMPETENCIES**

IT Portfolio Management | PMO Governance & Frameworks | Strategic IT Alignment | Project & Program Management  
Demand & Resource Management | Risk Assessment & Mitigation | Budget Planning & Financial Oversight  
Agile, Scrum & Waterfall Methodologies | Cross-Functional Team Leadership | Stakeholder Engagement  
Continuous Improvement Processes | Enterprise Data Strategy | Change Management | Portfolio Performance Metrics

**PROFESSIONAL EXPERIENCE**

National Pet Advocacy and Welfare Society - California, United States

**IT Program Manager | Scrum Master (Part-time) 11/23 - 01/25**

**Program/Project Manager – Remote Volunteer** | November 2023 – January 2025

* Drive real-time management of **NPaws project plans**, backlog, and assignments, ensuring **agile execution** and alignment with evolving objectives, accelerating project delivery, and enhancing operational efficiency.
* Directed **Proof of Concept (PoC) development** for NPaws’ website initiatives, leading Agile teams to optimize project delivery, enhance operational efficiency, and align with evolving organizational goals.
* Implemented **Agile project management practices** that improved adaptability and accelerated timelines.
* Championed **continuous improvement strategies**, fostering cross-functional collaboration and driving project success.

Robert Half, Inc. — California  
**IT Project Manager | Scrum Master 04/21 - 09/21**

* Spearheaded **IT portfolio management** initiatives, optimizing resource allocation and increasing project delivery efficiency by 80%.
* Designed and enforced **PMO governance frameworks**, enhancing project intake processes, resource planning, and risk management.
* Managed diverse cross-functional teams, ensuring successful execution of **IT security implementations** and SaaS projects.
* Improved transparency and accountability through the development of comprehensive **project governance standards**.
* Led **Agile transformation** efforts, fostering a culture of continuous improvement and collaboration.

Disneyland Resorts - California  
**Program Manager 04/23 – 09/23**

* Directed high-impact **technical projects** using Agile and Waterfall methodologies, optimizing workflows and reducing project inefficiencies.
* Implemented operational strategies that enhanced **portfolio performance metrics**, reducing downtime by 30%.
* Collaborated with executive leadership to align technology initiatives with organizational goals, improving **strategic IT alignment**.
* Led cross-functional teams to deliver complex projects, ensuring alignment with **strategic business objectives**.
* Spearheaded performance optimization strategies, significantly reducing system downtime and enhancing the overall guest experience through improved technical infrastructure.

GitHub - California **Technical Program Manager 08/21 – 05/23**

* Managed GitHub’s largest annual conference, Codespaces Universe, ensuring **portfolio governance** and strategic alignment across departments.
* Developed and implemented **resource optimization strategies**, improving project delivery times and reducing operational bottlenecks.
* Fostered strong cross-functional partnerships, ensuring alignment on **key performance indicators (KPIs)** and project milestones.
* Led enterprise-wide initiatives, enhancing **IT infrastructure management** and cross-team collaboration.

Kaiser Permanente - California

**Senior Program Manager 04/21 - 08/21**

* Directed **end-to-end portfolio management**, overseeing multiple high-impact projects aligned with strategic priorities.
* Designed and executed comprehensive project plans for regulatory compliance, enhancing operational efficiency.
* Led **risk assessment and mitigation** strategies, ensuring timely delivery of projects within scope and budget.
* Improved resource allocation processes, driving operational efficiencies and reducing project turnaround times by 20%.

NBC Universal - Universal City, CA **Senior Project Manager 08/19 – 08/20**

* Managed the data warehouse application and financial systems for Universal Studios Galaxy, ensuring 100% on-time delivery.
* Established project governance frameworks, enhancing stakeholder communication and risk management processes.
* Led cross-functional teams, driving continuous improvement and optimizing data management systems.

American Insurance Group (AIG) - Woodland Hills, Ca

**Program Manager | Consultant 12/17 – 08/2019**

* Implemented Agile methodologies and transitioned project management practices from Waterfall to Agile.
* Oversaw **portfolio-level resource planning** and demand management, reducing deployment times by 50%.
* Enhanced project delivery through robust **PMO governance frameworks** and improved stakeholder engagement strategies.

Kaiser Permanente - Remote, Ca

**Program Manager | Consultant 05/10 – 12/17**

* Led the transformation of the **pharmacy data warehouse system**, integrating advanced ETL processes and improving reporting efficiency.
* Directed cross-functional teams, ensuring successful execution of IT projects within time, scope, and budget constraints.
* Implemented **continuous improvement processes**, reducing project completion time by 20%.

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**EDUCATION & CERTIFICATIONS**

* **Doctorate in Business Administration (DBA) | Leadership -** *Walden University, Minneapolis, MN*
* **Masters in Project Management (MPM) -** *Keller Graduate School, Sherman Oaks, CA*
* **MBA in Information Technology -** *Kaplan University, Miami, FL*
* **BS in Business Administration -** *California State University, Los Angeles, CA*
* **Project Management Professional (PMP)** – *Project Management Institute (PMI)*
* **Certified SAFe® Scrum Master & Product Owner** – *Scaled Agile, Inc.*
* **Wicked Problem-Solving Practitioner** – *Project Management Institute (PMI)*