

JENNILEE E. MESSENGER, MBA
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Professional Summary

A proven leader in project and program management with 16 years of diverse operations management experience with a focus on change management. A subject matter expert in workload management and operational efficiency with a specialization in program management and project execution. Excellent professional communication and presentation skills with presenting information and driving change with all levels of leadership. Always focusing on a premier customer experience.

Certifications and Skills

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|----------------------------------------------------------------------------|---------------------------------------------------------|
| • Project and Program Management | • Process Automation with AI interfaces |
| • Financial, Resource and Personnel Management | • Change Management |
| • Process Mapping and Improvement | • Software Development - Multiple programming languages |
| • Microsoft Office, Project, Visio, Adobe Acrobat, Nitro PDF Pro, Power BI | • Training Development and Delivery |
| • Virtual Collaboration and Team Management | |
| • Lean Six Sigma Black Belt | |

Professional Experience

Duke Energy - Sustainable Solutions - Charlotte, NC

December 21' – Present

Senior Business Systems Specialist (Virtual)

- Liaison between service provider and internal team to customize asset tools for business needs.
- Create power bi dashboards, apps and reporting.
- Develop how to videos, procedure documents, job aids and administer training to end users.
- Facilitate process improvements, create process maps using visio.
- Remedy service tickets updating assets, work plans and update and upload procedure documentations.
- Manage multiple IT and Maintenance projects utilizing Microsoft projects. Mock projects in the DEV environment and implement and transition into production.
- Utilize training and experience to lean business processes to maximize efficiencies and minimize downtime.
- Automation of several daily tasks using microsoft power automate to combine several manual actions and create a streamline automatic workflow.

Potomac Electric Power Company (PEPCO)– Washington, DC

July 20' –

March 21'

Supervisor Operations

- Manage the daily operations of five Sr. Work Planners on the work management team. Distribute workload based on geographic region and business needs in a hybrid/ virtual environment.
- Performed Gap Analysis for legacy and new hires within the planner team. Utilize Microsoft project to create training plans and present to employees and leadership in several different formats and dashboard views.

- Researched, developed and presented over all planner matrices to establish the best utilization of resources across business lines to best serve the goals of the department.
- Provide oversight and coordination of packaging, planning and progression of community, residential and commercial solar projects. As well as new business residential, commercial and system relocation and reliability work.
- Revamped the overall work management team structure to equally distribute workload and maximize the potential.
- Improve workflow dynamics by creating and administering work scheduling training to upstream and downstream customers.
- Manage and track performance goals and standards for a diverse team of bargaining unit and management employees.
- Establish customer expectations to achieve milestones and schedule adherence for successful project execution.
- Develop and present project overviews to executive leadership teams for budgetary funding approvals.
- Lead initiatives driving innovative change within the department. Establishing shared work queue review tools and procedures.
- Drive change management and process improvement with design contractors by establishing metrics and an incentive-based performance plan.
- Collaborate with the work management department to innovate our scheduling abilities by utilizing the quarterly work and analyzing customer trends to establish realistic goals.

Puget Sound Energy – Seattle, WA

December 18' - July 20'

Program Manager-Streetlight Maintenance

- Led the successful legacy business system conversion by utilizing project management skills to create a project plan, establish timelines, develop and deliver training to 25+ employees and contractors, and execute implementation activities 1 month ahead of schedule. Transitioned all work to from access database to SAP Asset management work tracking system.
- Built coalitions with lighting vendors to create customized products, forecast future needs, and manage all warranties.
- Oversight and responsibility of creating and executing the streetlight maintenance contract with an annual budget of 1.9 million dollars.
- Ensure customer concerns are addressed timely while tracking trends and implementing solutions to reduce timeliness and improve the customer experience. Implemented customer feedback loop reducing customer concerns by 36% within 6 months.
- Created standard operating procedures and implemented process improvements utilizing lean six sigma principles.
- Developed new reporting methods to efficiently analyze maintenance functions based on asset attributes.
- Created and maintained internal and external stakeholders' relationships with distribution contractors, county representatives, and internal departments to ensure supply and material distribution was efficiently managed.

Potomac Electric Power Company (PEPCO) – An Exelon Company

December 17' –December 18'

Work Week Manager-Electric Distribution Operations

- Facilitated on-boarding of employees. Identified the need for, designed and administered new employee training.
- Responsible for the execution of construction schedules in accordance with material availability and resource availability. In accordance with company budgets and goals.
- Subject Matter Expert for work management operating system, responsible for creating job aides, facilitating training, and developing all work procedures for business units.
- EAM change agent for Pepco's transition from SAP and WMIS to Asset Suite 8 work management platform.
- Created a tracking and reporting system for emergent work to ensure fair and equitable prioritization was given to customers resulting in improved customer satisfaction.

- Compiled and facilitated performance analysis of execution work by reviewing and identifying root causes and providing recommendations for improvement.

Baltimore Gas and Electric- An Exelon Company

June 07'-December 17'

Supervisor -NE Contract Administration/Outdoor Lighting Work Management

July 16'-December 17'

- Completed process improvements across business lines including engineering and planning, supply chain and contract services. Minimizing customer wait times and maximizing operational efficiency.
- Coached direct reports on goal setting and implemented individual development plans for all employees to promote growth and improve retention.
- Identified business needs to create outdoor lighting RFP 2018-2020 utilizing my previous experience to fully capture all needed conditions.
- Balanced and allocated workload to contractors to meet organizational goals and customer commitments.
- Validated and approved supply and contract invoices for work performed by contracted workforce
- Efficiently executed company responses to public service commission cases, governmental affairs inquiries, and municipal requests.
- Trainer for EAM Implementations of BGE transition from WMS to Asset Suite 8 Work Management platform.

Additional Roles

- Street Light Account Manager
- Distribution Designer
- Streetlight Servicer
- Meter Reader

Education / Certifications

Master of Business Administration, February 2021

Western Governors University, Salt Lake City, UT

Concentration: Business Management

Bachelor of Arts, April 2019

Capella University, Minneapolis

Program: Business Management

Concentration: Project Management

Full Stack Developer Bootcamp Certificate, In Progress Complete May 2023

George Washington University, Washington DC

Program: Software Development Bootcamp

Concentrations: CSS, JS, HTML, jquery Node.js, React, MySQL

References

Available Upon Request