

MANAGER, INFORMATION TECHNOLOGY PROJECT MANAGEMENT OFFICE

Professional Summary

Highly motivated and driven Manager of the Project Management Office (PMO) . Currently seeking potential opportunities to continue to help other organizations realize and reap benefits of formal PMO methodology. Passionate about PMO engagement in health care, as I have watched over 17 years of what was once lacking in this industry, take hold and prove its value and worth. I have had the pleasure and benefit of watching three organizations grow and blossom their teams with training and growth and development of a methodology that fits the culture of each organization.

Education and Certification

B.A : Foreign Languages and Literatures 1997 VPI & SU (Virginia Tech) City , State

Foreign Languages and Literatures Degree in Spanish

Concentration in Management Science -Decision Support Systems

Note: Now known as Business Information Technology)

Certification : Project Management Certification 2004 Guilford Technical Comm College City , State

Project Management Advanced Certificate

PMP Certification : Project Management Professional 2012 Project Management Institute City , State

Certification complete and renewed in 2015

Skill Highlights

- Highly professional and polished PMO Manager
- Portfolio manager for all Corporate IT System Implementations,
- Portfolio manager for IT Infrastructure Project Management (new and renovation construction related efforts)
- Excellent communication skills from all upper echelons of leadership to team building
- Currently managing large team of Senior and Intermediate Project Managers, and PMO trained Business Analysts
- Passion for PMO shines through my work, and I strive to help others achieve that pride in their profession
- Excellent skills with conflict resolution in tense stakeholder meetings
- High standards for personal excellence and integrity in a job well-done
- Equally high standards for a high performing Project Management team
- Skilled in Clinical Portfolio Management
- Assisted in division of PMO to determine best fit for PM team Corporate / Clinical background
- Advocate for Project Management training and skill building; soft skills and PM skills are equally crucial to a high performing team.

Professional Experience

Manager, Information Technology Project Management Office 06/2008 to Current Company Name City , State

Primary role: Manage portfolio of all PMO projects related to Corporate Services , and manage portfolio of all Infrastructure related projects.

- Corporate Services Project portfolio includes such systems as Lawson, PeopleSoft, API, Centralized Warehouse (Infor/ Lawson tools) and other non-clinical related applications
- Infrastructure Project Portfolio includes all services related to wired or wireless networking, intra-facility connectivity, onboarding and acquisition of other health care organizations

- Managing two teams of Project managers each with specialty field skills to work application or technical/ infrastructure projects.
- Monthly governance report out on each portfolio to executive committee to ensure priority and alignment to strategic goals are still accurate with influx of projects in the pipeline,
- Help PMO Trainer with Professional Development Skill building quarterly to determine soft skills that are needed for either PMO team.
- Encourage training and leadership skills within all team members to continue growth and improvement professionally for each team member's own unique goals
- Encourage and require PMP for all Senior level role project managers
- Monthly resource manager meeting to report out to Information Technology Management where there are resource gaps or conflicts with other projects within the clinical portfolio.
- Work closely with EPIC Project Management Office to share out resources wherever possible particularly related to technical dress rehearsal and preparation of facilities prior to go live.

Project Manager /Application Systems Analyst III 06/2004 to 06/2008 Company Name City , State

Primary Role:

- Project manager for multiple new information technology systems per year, ranging from \$500k to \$4M budgets
- Lead team with CIO support to encourage all "Application Analyst" roles to attend and participate in Project Management methodology training - beginnings of PMO for health care at High Point Regional
- Responsible for all upgrades and ongoing software updates to multiple API Software tools. (HR/Payroll, Security, Scheduling and timekeeping systems)
- Lead a team of 60 members crossing over all clinical and corporate areas to implement enterprise staff scheduling solution
- Project manager for Radiology Information System and complete dictation replacement project
- Project Manager for HR Recruiting system (Halogen) and worked with HRIS team and vendor team to negotiate all aspects of implementation.
- Upgraded enterprise-wide timekeeping system, including all time clocks (API) and going from client/server to web-based application. Included coordination of all aspects of implementation with vendor and training of all end users.

Systems Analyst II/ Product Manager - Vantive (PeopleSoft tool) 05/2001 to 06/2004 Company Name City , State

- Support Peoplesoft's Vantive application in nationwide call center environments.
- Brought up 3 new call centers on Vantive system and maintained support of existing three call centers.
- Performed 2 full system upgrades and managed all budget and aspects of project surrounding upgrade.
- Support and maintained software, making changes when requested in VB/VBA code to resolve differences in upgrade.
- Maintained .NET web version of Vantive application for external clients to submit their own cases.
- Worked closely with call center managers and supervisors, as well as director of nationwide call center, to ensure functionality and needs of call center were met.

Systems Analyst II/ Project Manager 04/2000 to 05/2001 Company Name City , State

- Project management for Patient Accounting and clinical upgrades, support of existing modules, and maintenance on MUMPS database in UNIX: IDX Hospital Software package.
- Oversee all related projects for Finance and Patient Accounting departments, supporting applications and issues with upgrades for financial departments.
- Help to implement new software on UNIFY database structure, MedStat software for Contract Management in the Finance Dept.
- Assisting with system-wide upgrade of the corporate IDX software, and all required testing and documentation methodology required.

Project Manager Intermediate /Software Analyst II 12/1998 to 04/2000 Company Name City , State

- Primary Financial Analyst on McKesson HBOC Star Financials, backup for McKesson HBOC Clinical system.
- Helped team to perform upgrade to new GUI based platform of STAR Financials
- Began studies in Project Management in the Healthcare environment, attended seminars on beginning methodology and PMO development.
- Implemented what is now known to be infancy stages of today's EMR - document based scanning for medical records and financial records. Managed all project aspects around installation of IMNET Electronic Medical Record software on an MS SQL 7.0 based database.

Systems Analyst/ Programmer 05/1998 to 12/1998 Company Name City , State

- Programmed in SQL for HBOC Clinical and Financial systems, developed various hospital reports for Financial departments.
- Project Manager on IMNET Electronic Medical Records software.
- Learned MSSQL to support system and help implement for Medical Records and charting needs, electronic sign-off by physician.

Skills

- Manage departmental budget for all aspects; salaries, training, etc.
- Manage and assist with creation of portfolio governance for Information Technology Systems Budget
- Manage and assist with creation of Infrastructure budget required for all projects requiring infrastructure/ construction upgrades
- Work hand in hand with Chief Technology Officer, VP Application Support to provide C-suite leadership with all relevant information needed to approve annual portfolio for Information Technology