

Marie-Christine Sürgers

Process-driven project and program lead with 3+ years of experience in administrating and delivering multi-regional projects, managing vendors and maintaining good client communication. Aiming to leverage team competence and cultural diversity for better project solutions and to keep increasing expertise for program management level.

Project Manager	Delivery & Program Manager	IT Project Manager
AXA Insurance Mexico 2018	MetLife Mexico 2016 - 2018	MetLife Mexico 2015 - 2016

Coordinated a team of 20+ IT architects and increased timely delivery of documents and quality assurance by 25%.	Handed over first multi-regional project within time and budget. Executed following project of triple size while creating a new IT Release Department with director.	Equaled 50% knowledge of engineering peers in Delivery Management position within 6 months of starting, promoted to Delivery Manager within 9 months.
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ITIL v3 • HP ARPA • Service Manager • Atlassian Jira • Python	ISO 9001:2015 • ALM-HPQC • Remedy / Service-Now • Agile • Vendor Management • Datapower • Active Directory	Microsoft Office, Visio, Project, SharePoint • CA Clarity PPM • Waterfall • PM Diploma • Budget Control
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M.A. in Intercultural Communication	German	10/10
European University Viadrina 2013 – 2015	English	10/10
B.A. in South Asian Studies and Hispanics	Spanish	10/10
University of Heidelberg 2009 – 2013	Hindi	9/10

