

## Core Skills & SDLC Coverage

Breadth across discovery → operations, depth in governance, risk, and delivery. Comfortable leading pure Agile, classic Waterfall, and pragmatic hybrids.



## Featured Projects (with SDLC scope, metrics, and outcomes)

Each project lists phases led, KPIs, and business impact. Expand the deep-dive for context and artifacts.

### OmniCommerce Mobile App Launch (Retail)

Budget: \$6.2M Team: 23 Duration: 11 months Method: Hybrid, Remote Teams (Scrum + Stage Gates)



- Shaped roadmap and prioritized MVP via **dual-track discovery** and customer journey mapping.
- Instituted **definition of ready/done** and sprint review scorecards; increased throughput by **+21%**.
- Partnered with SecOps to embed **OWASP** checks in CI; reduced critical vulns pre-release by **-39%**.
- Outcome:** Launched v1 on time; first-quarter in-app sales **+40%**; app store rating 4.6★; cart abandonment down **-18%**.

#### 1. Deep-dive: problem → approach → results

##### Problem

Fragmented checkout and inventory visibility caused 28% cart abandonment and poor mobile NPS (28).

##### Approach

Consolidated microservices behind BFF layer, implemented secure one-tap pay, introduced beta ring releases, and real-time inventory APIs.

##### Results

Bug rate post-prod -25%; mobile NPS → 46; monthly active users +32%; revenue attribution verified via experiment framework.

### Claims Processing Modernization (Health Services)

Budget: \$9.8M Team: 32 Duration: 15 months Method: Azure DevOps Remote Teams



- Owned intake → delivery governance; implemented **Epic/PI Kanban**, WIP limits, and **OKR-linked KPIs**.
- Automated adjudication rules testing; **-31%** regression defects; UAT pass rate to **96%**.
- Enabled **zero-downtime** cutover with feature flags and canarying.
- Outcome:** Avg claim cycle time **-38%** (12→7.4 days); first-call resolution +19 pts; contact center volume **-15%**.

#### 2. Deep-dive: evidence & artifacts

- Artifacts: RAID log, RACI, Data migration runbook, UAT scripts, HIPAA compliance matrix.
- Telemetry: DORA metrics, synthetic monitoring baselines, SLA error budgets and burn-rate alerts.

### ERP Migration to SAP S/4HANA (Manufacturing)

Budget: \$12.3M Team: 78 Duration: 18 months Method: Waterfall → Agile waves, Remote Teams



- Phased rollout by plant; parallel runs with **cutback windows** and freeze controls.
- Data migration factory: mock loads, reconciliations, **defect triage**; **99.4%** data accuracy at go-live.

- **Outcome:** Inventory turns **+22%**; forecast accuracy +12 pts; cash-to-cash cycle **-10 days**; procurement savings **3.1%**.

### 3. Deep-dive: risk & change management

- OCM: super-user network, role-based training, go-live hypercare ( $T-0$  to  $T+30$ ), adoption scorecards.
- Risks mitigated: supplier master dedupe, batch traceability, segregation of duties (SOX) in workflows.

### Hybrid Cloud Migration (Azure + AVS)

Budget: \$5.7M Team: 38 Duration: 9 months Method: Agile (Scrum)

[Discovery](#) [Design](#) [Build](#) [Test](#) [Deploy](#) [Operate](#)

- Led landing zone design, **blue/green** cutovers, and IaC (Terraform) for repeatable environments.
- Instituted SLOs and golden signals; MTTR improved **-41%**; P1 incidents down **-29%**.
- **Outcome:** Infra cost **-18%** via rightsizing/reserved instances; performance **+26%** for top workflows.

### 4. Deep-dive: governance & security

- Guardrails: policy as code, least-privilege RBAC, key rotation, secrets mgmt, disaster recovery runbooks.

## Experience Highlights

Selected roles spanning enterprise PMO leadership and complex, multi-team delivery.

- **Sr IT Project Manager — State of Arizona, Dept of Revenue** · Completed Data Center physical move in 3 days, with **99.3%** data accuracy at Go Live.
- **PMO Director — Rohan Web Services** · Built governance and onboarding playbook, established client services portal & improved customer satisfaction score by 29% within 2 quarters.
- **Aerospace Sr Program Manager, Additive Manufactured Parts Implementation** · Led portfolio of 27 projects; established intake/governance; capacity planning improved +17%, Reduced final product cost by \$12M. Stood up new Supply Chain for additive parts

## Certifications & Education

[PMP](#) [CIPM](#) [Scrum Master](#) [Product Owner](#) [Lean Six Sigma Black Belt](#) [M.S. - International Resource Management](#)

## Testimonials

*"Glen blends rigor with empathy, and works tirelessly to exceed client expectations. We lowered our CES by **18%**, raised our CSAT by **29%** and saw an increase in customer return rate of **23%** in the 2.5 years Glen was Director of Client Services PMO and our customers noticed the quality." — CEO, COO Rohan Web Services*

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