

Alexis Samuel

PMO Manager/Program Manager - Excellus Solutions, LLC jv

Arlington, VA 22201

alexissamuel132_szb@indeedemail.com - 202-281-5969

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

PMO Manager/Program Manager

Excellus Solutions, LLC jv -

2016-11 - Present

Direct and oversee the Program Management Office (PMO) to ensure IT programs and projects meet organizational goals and requirements. Major focus on developing and posturing the organization for measurable, repeatable success over all company contracts. Develop and implement processes and policies, manages and oversees project management staff of 11 PMs in 6 states on 35+ DoD projects. Works with other department leaders to define, prioritize, and develop quality standards for continual process improvement.

- Conceptualized, stood up, and manage the PMO for MSI (as well as for several company contracts and DoD clients)
- Develop/Implement Policies and Procedures into all company programs that will increase the probability of success
- Develop annual organizational goals and objectives for the PMs to align to • Developed governance document and visual tools for Intake to Delivery of Projects and Capabilities for Air Force client
- Create and standardize relevant tools, techniques, and templates that are useful and tailorable by project
- Optimized Sharepoint and increased utilization and internal document repository for MSI
- Work manage overall Risk pertaining to Project Management by monitoring and tracking themes
- Track deliverables and benefit realization
- Mentor Project Managers and provide guidance and feedback based on organizational standards and business approach
- Develop, design, and ensure adherence of MSI tools, standards, and management methodology
- Prioritize tasks, set deadlines and assign staff to various deliverables so that each project can hit the ground running with minimal wasted time and resources
- Implemented 360 PM appraisal approach for aligning PM's success to the organizations goals and objectives
- Worked closely with the CORs and designated POCs to ensure smooth Transition and onboarding of all new DoD contract awards
- Developed practical, repeatable, and tailorable Transition Plans with successful implementations
- Provide Transition Status Reports to Government POCs from Open to Close of Transition
- Create Communication Plans to facilitate open and frequent communication with necessary Client POCs
- Manage all public media, employee, and client facing communications on behalf of the organization
- Develop and oversee the delivery of CDRLs (contract deliverables)
- Experience in creating Work Breakdown Structure and Risk Breakdown Structures for clear picture of estimates
- Manage resource allocation, hiring, firing, and personnel performance reviews
- Manage Subcontractor Relationships and worked to ensure open communication with Subs

- Manage the SharePoint repository of artifacts utilized by the direct PM
- Collect and analyze data for reporting and decision making about the SOPs for Program Management
- Manage P&L for a portfolio of appx 60mil in total contract value
- Implementation and management of budgets and the quantification of monetary risk and impact
- Continually reevaluate and assess whether each project is meeting the applicable standards and engage in problem solving with other Managers and personnel
- Reviewing and aiding in the writing of documents relating to a project's scope, budget resources and justification

Project/Program Manager

Excellus Solutions, LLC jv -

2015-10 - 2016-11

Designed approach and execution strategy for multiple Air Force programs. Oversaw strategy implementation and managed complex milestones while adapting to changes and shifting priorities based on balancing the needs of the client, company, and employees. Managed 4 projects, over 3 states, with responsibility for the development and growth of 45 employees. Lead cross-functional teams in delivering contract requirements, value additions for the customer, and organic growth of the contract to the company. Worked with internal and external stakeholders to bring structure while implementing complex, project-based processes to bring increased efficiency in the delivery of all projects and services, and in turn, enhanced client satisfaction.

- Managed day to day operations and ensured tasking's of 45+ employees over 4 projects
- Coordinated internal resources and subcontractors as appropriate for the flawless execution of programs
- Ensured that all contracts, project plans, and products were executed and delivered on-time, within scope and within budget
- Managed Profit and Loss projections
- Captured scope and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Successfully managed resource availability and allocation
- Developed detailed project plan to guide and track progress
- Used appropriate verification techniques to manage changes in project scope, schedule and costs
- Measured project performance using pertinent systems, tools and techniques
- Managed and fostered positive relationships with the client's and all stakeholders
- Created and maintained comprehensive project documentation including Lessons Learned and Risk Register
- Proactively managed project issues, risks, and threats to eliminate, mitigate, and exploit them as appropriate

IT Project Lead/Compliance Officer

CommunityForce, Inc -

2014-07 - 2015-10

Supported the Project Manager as the Project Lead on 2 Air Force contracts with 15 team members collectively. Coordinated the production of all contract deliverables and worked with the PM to finalize solutions related to new and existing products, modules and services. Set milestones for both projects, and monitored and tracked all efforts between the company's clients and development teams, in order to effectively and efficiently deliver projects according to plan. Served as a Compliance Officer to bring one of our clients from an Out of Cycle state to fully green compliance in accordance with government regulations.

- Oversaw IT Compliance, BEA Artifacts, and CCA Compliance on DoD contract
- Lead in project planning and coordination with project team
- Conducted meetings with PMO and other department heads

- Heavily involved with the development of detailed project plan and implementation schedule
- Responsible for the daily tasking of project team
- Managed key performance indicators to ensure deliverables schedule was met
- Coordinated and actively participated in facilitating BPR and process mapping events
- Provided status reports to upper level management and stakeholders
- Helped to maintain a positive and mutually beneficial relationship between the client and company

IT Project Lead

Orion System Integrators, Inc -

2013-10 - 2014-07

Supported the Project Manager from Kick Off to Close Out of the project for Air Force client. Main responsibility included monitoring and tracking of project execution in accordance with the Project Plan.

- Assisted Program Manager with leading the project team
- Assisted with coordination with partners and working groups engaged in project work
- Helped detailing the project planning and identifying controls
- Assisted with developing and maintaining a detailed project plan
- Coordinated project deliverables in line with the project plan
- Upkeep of records and managing project issues
- Participated in cross-functional discussions on issues at project level
- Assisted the PM with monitoring the project scope and change control measures
- Monitored project progress and performance
- Provided status reports to the PM for delivery
- Helped with change management and communication activities
- Identified user and project needs and requirements

Restaurant Supervisor/Training Manager

Buca Di Beppo and Buffalo Wild Wings -

2011-10 - 2013-10

Coordinated staff in a dining facility and ensured patrons were provided a high level of quality service from start to finish. Oversaw full shifts with up to 20 front and back of the house staff. Was hand selected by Buffalo Wild Wings to become a Certified Trainer, and worked with Buca Di Beppo to develop an in-house Training Program. Was recognized in company-wide newsletter for high performance and innovative contributions to the organization.

- Assisted the Restaurant Manager in Interviewing, selecting, training, supervising, counseling and disciplining staff
- Supervised the floor during meal periods to ensure that all standards and steps of service are met
- Ensured that checklists, requisitions and proper opening and closing functions are being completed each shift
- Communicated effectively, both verbally and in writing, to provide clear direction to the staff
- Observed performance and encouraged improvement where necessary
- Ensured staffing levels were accurate with business levels
- Organized and conducted pre-shift and departmental meetings communicating pertinent information to the staff
- Communicated with guests and employees using a positive and clear speaking voice, listened to and understood requests, responded with appropriate actions and provided accurate information

- Ensured basic SOP's are followed in compliance with Federal, state, local. (e.g. ServSafe, Responsible Vendor)
- Ensured all steps of service as outlines in training materials are being followed on a daily basis
- Resolved problems to the satisfaction of involved parties
- Maintained rapport with all vendors and upper level management and attend relevant meetings
- Moved throughout the facility and kitchen areas to visually monitor and take action to ensure food quality and service standards are met
- Verified temperatures, judged appearance and taste of products and checked preparation methods to determine quality
- Ensured that all standards and restaurant cash handling procedures were met

EDUCATION

Master's (In Progress) in Organizational Leadership

Bachelor's in Criminology/Psychology

SKILLS

PMP, Excel, Sharepoint

CERTIFICATIONS/LICENSES

PMP

Present

ITIL v3