

STEWART FRENCH

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Natick, MA 01760

Phone: xxx-xxx-xxxx
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Senior Project and Program Manager

Expert in the Management of Diverse Project Portfolios with a focus on improvements in Sales Operations

Top performing PMP certified Senior Project and IT Manager with extensive experience in ERP, CRM, Business Intelligence, e-commerce, and Financial systems. A proven 20+ year track record of dynamic IT leadership and success in enterprise project delivery. Progressive experience in architecting and implementing exceptional business solutions that drive revenue gains and new customer acquisition in complex enterprise environments. Combines a mastery of Best Practices, with advanced technical skills, resulting in consistently high-quality deliverables from geographically distributed development teams and external vendors.

Areas of Expertise

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|--------------------------------|---|--------------------------------|
| ▪ Project Management/PMP | ▪ ERP Systems and PeopleSoft Financials | ▪ Agile/Waterfall |
| ▪ Program Management | ▪ Off-Shore/On-Shore Development | ▪ Sales Operations |
| ▪ Risk Management | ▪ Cross Functional Team Leadership | ▪ Product Roadmap |
| ▪ Strategic Planning/ Analysis | ▪ Problem Resolution/ Customer Success | ▪ EpiServer/Flexera E-Commerce |
| ▪ SDLC | ▪ Systems Architecture and Design | ▪ Eloqua Marketing Automation |
| ▪ Process Improvement | ▪ Application Architecture | ▪ Cloud/SaaS applications |
| ▪ Microsoft Dynamics CRM | ▪ Qlikview Business Intelligence | ▪ Data Warehouse |

Professional Experience

CIO Options, Westborough, MA

12/2016 – Present

CONTRACT PROJECT MANAGER

Managing BI and other Projects for midsize, fast-growing SW company

INDEPENDENT CONSULTING, PRINCETON, NJ

6/2016 – 10/2016

PROPOSAL DEVELOPMENT MANAGER

- Orchestrated the proposal development process for a SaaS-based scheduling and resource management system for a large Pharmaceutical Clinical Research Organization (CRO).
- Provided technical advisory services to ensure that the solution met the developing business requirements.

COGNEX CORP - NATICK, MA

3/1997 – 12/2015

Senior IT Manager, Business Applications (2/2012-12/2015)

Expertly oversaw strategic IT Project Management, delivery, consulting, and enterprise support

- Excellence in project management performance on critical enterprise application projects in ERP, CRM, BI, e-commerce, and Financial systems led to a promotion to a dual role of Senior IT Manager and Enterprise PM.
- Drive company revenue growth and customer development by project managing the delivery of all critical CRM systems and program enhancements.
- Built a strong communication infrastructure to enable collaboration among cross-functional teams required for successful project facilitation, consulting delivery, and enterprise support.
- Capitalized on extensive project management experience and command of enterprise application development to consistently deliver projects within budget and timeframe.
- Oversaw the expansion of the technical team that managed the CRM support strategy and developed a feature-rich enhancement roadmap for the Microsoft Dynamics CRM.

Senior Project Manager, (3/1997-2/2012)

- Successfully managed a diverse project portfolio of 25-30 projects each year, capitalizing on knowledge of Waterfall and Agile methodologies, and using MS Project and LiquidPlanner for scheduling, training, and advancing the capabilities of other company PMs under direct management.
- Performed in the role of Agile Scrum Master facilitating daily stand-up meetings, elicited and detailed user stories, contributed to sprint definition, worked with the product owner to groom the backlog, arrived at a common 'definition of done' and communicated project burn-down, resource needs, risks, and issues.

- Expertly managed onshore and offshore teams to get a troubled Microsoft Dynamics CRM implementation that was over budget back on track by retooling the project plan and directing the transition of application knowledge to the internal developers and support staff.
- Boosted the productivity of sales operations by integrating SharePoint with the CRM making key sales documents easier to access which seamlessly connected documents with Accounts and Opportunities.
- Enabled better visibility and user input into developer tasks and priorities by collaborating on the design and development of SharePoint issue tracking system that was integrated with MS TFS (Team Foundation Server).
- Drive a successful MS Dynamics CRM upgrade on time and within budget allocation with strong project planning, hands-on management and a highly productive and optimized development team effort.
- Capitalized on strong vendor product enhancements collaborating with the external Microsoft Dynamics product team to deliver tangible interface and performance improvements for the sales team.
- Improved campaign targeting, delivered more accurate tie-out of leads to campaigns, and enabled better campaign success metrics by leading the CRM Team in an Eloqua Marketing Automation Cloud implementation providing the cross-functional technical expertise required to integrate the website, Eloqua cloud, and CRM systems.
- Significantly elevated customer satisfaction levels promoting increased visibility between Sales and Customer Satisfaction Support representatives by consolidating both units under the same MS Dynamics system so that the both teams could now work in concert on contractual entitlements.
- Initiated and led a Configure-Price-Quote (CPQ) project implementation, providing Sales and Marketing more flexibility for product configuration and integrating with CRM and ERP for quoting, order placement and fulfillment.
- Adeptly managed the move of ERP systems and Oracle databases to an outside data center as part of Business Continuity plan.
- Oversaw the vendor relationships and software licensing programs for Oracle, MS Dynamics CRM, and QlikView realizing cost savings by eliminating unnecessary licenses and enforcing vendor support level commitments.
- Successfully led team and vendor efforts for SQL Server and Oracle database tuning and optimization, resolving significant performance and reliability problems, and ensuring high uptime and fast response for ERP, CRM, and other mission-critical applications.
- Tightened SOX audit compliance working with PeopleSoft developers and Admins providing the oversight to ensure SOPs for IT controls were automated for code migrations and security grants.
- Supported order volume over \$200M per year as the Project Manager for B2B e-Commerce implementation using the EpiServer/Mediachase e-Commerce framework, SQL Server, Google Search and EpiServer CMS, with multi-language, multi-currency and web service integration into ERP and CRM systems.
- Eliminated duplicate data entry work while ensuring accuracy delivering the high-level design for Web Service integrations between ERP, e-Commerce site, and CRM, providing a consistent System of Record for Customer, Product and Order data.
- Designed and implemented a redundant and virtual load-balancing architecture for the corporate website that improved performance, resiliency, and uptime.
- Gained added value from the Eloqua Marketing Automation system and enabled improved campaign targeting by implementing Business Intelligence/Data Warehouse projects that provided key analytics and reporting to management on leads and sales.
- Implementation lead for PeopleSoft Financials and ERP/Supply Chain systems using Oracle database, including multi-language and multi-currency for global, multi-divisional usage.
- Led project for Workday integration with Active Directory (AD) for automated onboarding and termination, replacing a manual process and significantly improving the timeliness and accuracy of these processes.

Early Career Snapshot:

EDUCATION AND CERTIFICATIONS

B.S. Mathematics, Tufts University, Medford, MA
Project Management Professional – PMP Certification
Studying for Scrum Master Certification at Scrum.org