Janice H. Bishop, PMP

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**Summary:**

Certified Project Management Professional (PMP) specializing in Information Technology with over 15 years’ experience in software implementation and technical infrastructure projects (primarily utilizing waterfall implementation methodology) managing projects with project teams ranging from 2 to over 20 direct reports and budgets from $10,000 to over $4,000,000. Well versed in standard project management methodology and practices and successfully utilized these concepts to manage a variety of solutions to a diversified client base with extensive experience managing multiple client projects simultaneously. Experience interfacing with all levels of leadership/Management. Experience with disaster recovery planning and testing. Knowledge of security practices and business continuity planning

**Work Experience:**

**Senior Project Manager, Contractor**

**State of North Carolina, NCDOT, Raleigh, NC July 16 – April 17**

* Responsible for the creation of a Request for Proposal (RFP) to replace legacy applications (Crash) while improving the storing, organizing, reporting, metrics, engineering analyses and predictive analytics to the state and federal partners.
* Utilized the State’s tools and processes, managed the evaluation of the vendor submitted proposals to ensure they met the state and federal regulatory requirements and requested specifications. Identified which vendors were non-compliant and/or non-responsive because of thorough vetting.

**Senior Project Manager, Contractor Sep 13 – June 16**

**IBM, Research Triangle Park, NC**

* Oversaw transition of existing legacy users and new users to IBM Enterprise Veritas Netbackup (NBU) and Spectrum Protect (TSM) backup solution
* Managed approximately 20+ new and existing customer transitions globally from planning to closeout phase utilizing all internal and customer processes in accordance to PMBOK standards. Worked closely with the system and network architects to establish the architecture required to implement the new customers into the IBM backup enterprise.
* Managed the agile implementation of new code development and testing utilizing internal IBM processes and tools (Autobahn). This methodology affords faster to market product offerings.

**Construction, Program Manager, Contractor May 11 – Feb 13**

**Rex Healthcare, Raleigh, NC**

* Solely responsible for all phases of project delivery for infrastructure construction implementations within the Rex enterprise; utilized ITIL practices and was responsible for the planning, budgeting, deploying many successful implementations which include:
  + Successfully managed the IT implementation of a new Heart and Vascular practice, including sleep lab, in Garner, a new Wellness Center in Knightdale, and a new Ear, Nose and Throat Practice in Cary all on schedule and within budget.
  + Successfully implemented numerous relocations within the Rex enterprise to include the senior executives, Emergency Reaction Team, IT co-workers to a new facility, Rex Vascular Surgical Specialist, Rex Heart and Vascular and the relocation and expansion of the Electrophysiology Lab, the CT Replacement, Home Health Relocation, Three West Renovation all within the Rex main facility as well as satellite locations to name a few.
  + Successfully managed the implementation of workstation on wheels (WOW) carts that involved procuring, configuring, deploying and documenting the ongoing support processes of the equipment. These units provide the nurse team with mobile PC’s that are used for patient care.
  + Successfully managed the IT implementation of a new medical facility in Holly Springs that provides Express Care, Radiology, Lab, and Pediatrics to the community. Worked closely with the teams to ensure all supporting applications (patient scheduling to billing) where ready for go live.

**Senior Project Manager, Contractor Feb 11 – Mar 11**

**Environmental Protection Agency, RTP, NC**

* Managed a site evacuation and transitioned the workload and hardware to another EPA facility.

**Senior Project Manager, Dell Services (formerly Perot Systems) Oct 05 – Nov 10**

**Owens&Minor Inc., Mechanicsville, VA**

* Responsible for managing all phases of the project and the successful delivery of various implementations; responsible for planning, staffing, executing and providing teammate recognition for projects at Owens&Minor (O&M), a Fortune 500 healthcare distribution company, which included:
  + Successfully managed over 15 distribution center moves, start-ups, expansions and shutdowns under budget and on schedule that resulted in high customer satisfaction ratings.
  + Successfully implemented new software development (SharePoint -Supplier Master File) to manage suppliers’ change management process that was integrated with an external vendor application and other core internal systems. This effort realized significant savings in teammate value-added work focus and improved supplier profitability. This was a critical first step in supporting the $12B by 2012 strategic goal.
* Upgraded the time tracking and expense reporting system (Extensity) that automated the entire expense reporting process from beginning to end. This project reduced and improved the overall teammate experience.
* Implemented an enterprise wide online report repository system (OnDemand) to reduce the client Selling, General and Administrative Expenses (SG&A) by 15% while reducing client and Dell resource efforts.
* Implemented enterprise wide VOIP, upgraded Radio Frequency handheld devices in the distribution centers and upgraded non-Ethernet hardware such as SNA based Token Ring and Coaxial connectivity to align with the O&M’s strategic goal of technical modernization.
* Utilized ITIL processes and practices as appropriate following implementation

**Senior Project Manager Sep 01 – Sep 05**

**Perot Systems, RTP, NC**

* Global Healthcare Exchange: Managed the transition of the GHX (web frontend) services into Perot Systems. This included the Help Desk, Service Management, Automation, Database Administration, Network Services, Messaging (WinNT), Storage, Security and Unix Systems. Responsible for all aspects of the project, including: project scheduling, budget tracking, weekly status reports and executive briefings, and daily team meetings.
* Thrivent Financials for Lutherans: Managed the consolidation of multiple service desks into one centralized call center to decrease costs and improve customer service.
* Quintiles: Managed desktop software upgrades, hardware installations and various other IT projects.
* Utilized ITIL processes and practices as appropriate following implementation

**Education:**

* Programming Certification, Raleigh School of Data Processing
* Business Management, NC Wesleyan College
* Dell Perot Services Project Management Training Certified
* Certified Project Management Professional (PMP)