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| ***Jennifer*** Brower ***PMP CSM***  Senior IT Project Manager | IT Manager | Business Analyst | 1332 Sugar Court  Naperville, Illinois 60563  (630) 447-0744  [jennifer@jenniferbrower.com](mailto:jennifer@jenniferbrower.com)  <http://www.linkedin.com/in/jenniferbrower> |

# Career Summary

Hands on, proactive Project Manager who consistently drives Waterfall and Agile projects to completion that meet/exceed business and IT requirements, project timeline, budget, scope, and quality. PMP and CSM certified with Masters in Information Systems Management and Masters in Project Management. Possesses a unique, diverse consulting background in programming, business analysis, compliance, application support, quality assurance/testing, implementation, and post implementation with teams located in the US, UK, Canada, India, and Germany. Open to permanent and contract roles. Able to travel.

* Takes ownership for leading all activities performed by multiple project teams during the project life cycle. Proactively manages day to day aspects of the project while managing the big picture. Looks ahead for potential issues, risks, and changes. Aggressively pursues solutions to issues and risks with project stakeholders, team, and senior management. Ensures that all commitments are met and provides accurate documentation of project artifacts, meeting minutes, issues, risks, and change management. Enjoys the challenge of returning to plan highly visible projects in red status. Manages all project process groups, artifacts, change control processes, milestones, audit preparation, and risk assessments.
* Acts as liaison between business and IT, provides input on the IT Roadmap to the Steering Committee, and presents KPI reports to senior management. Strategically mentors and builds relationships with team members, business sponsors, change control boards, & senior management located locally & throughout NA, EMEA & APAC. Uses creativity and humor to help teams resolve issues and forestall risk. Performs scope/change management, budget/cost management, resource management, risk management, quality management/testing, communication management, process analysis, & production deployment.
* Creates, analyzes, and maintains project processes and documentation in JIRA, Planview, Clarity, and SharePoint including issue/risk/change logs, KPI metrics/status reports, PMBOK input/output documentation, meeting minutes, use cases, test scripts, etc. Responsible for business case development, requirements management, business process design, and facilitation of the solution design. Gathers, analyzes, & defines critical business & functional requirements to create/re-engineer business process designs. Performs and leads needs assessment, planning, analysis, traceability and monitoring, and evaluation. Identifies backend system/process deficiencies & strengths using SWOT analysis, risk analysis, data modeling, process mapping, metrics, and use cases. Aware of information security & compliance needs such as Sarbanes-Oxley (SOX), USA PATRIOT ACT, HIPPA, Anti-Money Laundering (AML), Identity & Access Management (IAM), & PCI compliance procedures pertaining to PII data, data retention, data remediation, and audit reporting.

# EDUCATION & Certification Credentials

**Master of Project Management,** DeVry University - Keller Graduate School of Management, with distinction, 2009.

**Master of Information Systems Management,** DeVry University - Keller Graduate School of Management, with distinction, 2007.

**Bachelor of Science,** Marketing, Northern Illinois University, 1995.

**Associate of Science,** Accounting, Moraine Valley Community College, 1993.

**Certified ScrumMaster (CSM),** Scrum Alliance. CSM ID #254795. Earned 5/2013.

**Project Management Professional (PMP),** Project Management Institute. PMP ID #525339. Earned 5/2008.

# CONSULTING EXPERIENCE

## Senior Project Manager/IT Manager Consultant, Gorilla Games 1/2016 to Present

Took sabbatical from contracting to help a friend build his business. Successfully planned, managed, executed, and implemented all operational, business, and IT aspects of a brick & mortar retail store/arcade. Provided business strategy advice to ensure successful launch. Steered research for business plan, store locations, and funding sources. Acquired all licenses and permits. Saved client 25% of development costs and successfully completed work within a challenging, non-negotiable deadline.

* Led team of 5 to define, plan, manage, gather business/functional requirements, select vendors, test, and implement four full SDLC IT projects to build IT infrastructure, create an integrated HR Information System, Retail Point of Sale/Credit Card Payment Platform, Inventory Management System, and an e-Commerce site using a unified database. Projects followed PMI standards i.e. change management, issue logs, milestone reviews, risk management, documentation signoffs, UAT and unit quality assurance testing, business continuity planning, and disaster recovery. Used Agile and scrum to help reduce time and scope creep.
* Led team of 5 to gather requirements/create project plan for construction of 3500 square foot brick & mortar store.
* Provides hands on, proactive leadership by managing project pipeline, requirements analysis, business process design, change and issue management, risk analysis, milestones, vendor management plan, resource plan, communication plan, disaster recovery, milestone/tollgate presentations, quality assurance, & project budget. Reports KPI metrics.
* Defines and solves user requirements. By utilizing Information Systems Team, develops and implements IT applications and solutions. Defines user information requirements by conferring with users and analyzing functions. Leads development of innovative business solutions. Plans scrums, backlog, system applications and assigns staff to develop and test programs.
* Manages project budget and resources in MS Project and project artifacts in SharePoint. Established a budget for the first five years of operations, including expense, income, salary, and cash flow estimates funded with cash.
* Researches and makes recommendations on hardware and software purchases. Performs vendor selection and creates RFPs. Negotiates with vendors on behalf of the company to ensure cost-effective purchasing decisions.

## Senior IT Project Manager CONTRACTOR, Collabera 6/2014 to 12/2015

***Client 1: Citigroup (6/2014 to 6/2015):*** Sole party accountable for defining, planning, managing, and delivering from start to finish three concurrent consumer facing healthcare/benefit payment processing mobile & desktop websites to onboard Aetna & HCSC Blue Cross to Money Squared For Health bill payment platform for Global Consumer Technology. Within 3 months, the teams were ahead of schedule.

* Led daily/weekly meetings, created processes and acted as liaison for business & five international IT teams (Citigroup & vendors). Managed relationship with Business and IT Risk Managers. Built trust with development & business teams located throughout the US and in India.
* Formed a cohesive team by acting as a liaison for stakeholders, team members, support teams, SMEs, risk officers, solution architects, business sponsors, vendors, & senior management.to work together.
* Managed project pipeline, scope creep & critical path to keep project on track via milestone/gatekeeping presentations with stakeholders and daily meetings with the teams. Followed audit documentation requirements and managed project budget and resources in Planview. Provided feedback to the Steering Committee for the IT Roadmap. Ensured audit processes were documented for SOX, AML/BSA, PATRIOT ACT, & PCI compliance.
* Led requirements analysis, business process design, high level/low level design, risk analysis, issue logs, ticket resolution, change management, business continuity, & monthly budget/resource/vendor work estimates/baselines & audit documentation/risk management approvals at tollgates. Used ITIL, Project, Planview, & SharePoint.

***Client 2: JP Morgan Chase (6/2015 to 12/2015):*** Sole party accountable for returning to schedule and delivering a visible Red status time-critical global EMEA Credit Card Infrastructure Decommission project. In June 2015, there were two failed gap analyses with 9000 missing accounts and had no representation from 20 teams that were required to commit resources for decommission on December 1. The business and IT teams were not communicating. The risk manager who needed to sign off at each milestone was unaware of the project. By September 2015, all existing issues were resolved, project gained Green status for the first time, and it rolled out on schedule on December 1, 2015 per the original requirement.

* Assumed leadership of daily scrum and weekly demo meetings with internal team and external MasterCard & TSYS teams located in Chicago, Elgin, London, and Frankfurt to negotiate unified project plan and documentation.
* Provided hands on, proactive leadership by managing project pipeline, requirements analysis, business process design, change management, high/low level architecture, issue logs, risk analysis, change management, milestones, vendor management plan, resource plan, communication plan, information gathering sessions with internal & external teams, obtained resources, bridged the gap between JPMC business/IT & vendor teams, & managed budget using MS Project, Clarity, & SharePoint.
* Kept project on track by managing scope creep & critical path. Held milestone/gatekeeping audits and daily meetings with all stakeholders. Managed project budget and resources in Planview.
* Led data remediation/retention project for SOX audit. Resolved two previously failed data remediation gap analyses between CCDW Data Management & vendor TSYS, finding 9000 missing accounts. Built relationships with 20 team leaders to ensure that they would each commit a resource to the project.
* Managed SOX, AML/BSA, PATRIOT ACT, & PCI compliance audit processes with milestone tollgates.

## Senior IT Project Manager/Business analyst COntractor, TCF Inventory Finance 12/2013 to 5/2014

Sole party accountable for defining, planning, managing, and delivering five time-critical credit compliance audit projects using Agile methodology. Organized time-critical SOX documentation audit and gap analysis while ensuring that audit preparation processes were followed for SOX, IAM, AML/BSA, PATRIOT ACT, & PCI compliance, particularly with data security. TCFIF became part of TCF Bank, failed an audit in 2013, and needed to meet the bank’s SOX audit requirements by May 2014.

* Led status and tollgate meetings, created processes, managed project pipeline, managed budget, vendors, resources, performance assessments, Agile story gathering, story pointing, daily scrum, weekly demos, & Agile retrospectives.
* Worked closely with developers and end users to gather requirements, analyze business processes, resolve open tickets, and obtain document signoff for processes involving SharePoint and credit compliance.
* Provided KPI reporting for senior management.
* Ensured that audit preparation processes were followed for SOX, IAM, AML/BSA, PATRIOT ACT, & PCI compliance with Actimize.
* TCFIF was SOX compliant one month ahead of schedule and facilitated the building of the relationship between the development team and credit team.

## Senior IT Project Manager Contractor, Northern Trust Bank 11/2012 to 11/2013

Sole party accountable for defining, planning, managing, and delivering five concurrent database remediation & reporting projects for investment firms & help desk tickets of change management requests/upgrades for two Investment Reporting teams.

* Led daily & weekly status meetings, created processes, & acted as liaison between business & technology teams using effective team building & communication. Managed project pipeline, milestones, issue logs, ticket management, change management, budget, vendor management, resource allocations, KPI/metrics reporting on weekly/monthly/quarterly/annually basis to senior management in NA/EMEA. Represented project team on the IT Roadmap/Portfolio Management Steering Committee.
* Created SharePoint KPI metrics tool & approval workflows while administering three SharePoint sites.
* Presented “Agile Overview for the Financial Industry” Tech Talk for the international PMO.
* Used ITIL ITSM processes for help desk/ticket management with a Lotus Notes database.
* Managed audit preparation processes for SOX, IAM, AML/BSA, PATRIOT ACT, & PCI compliance.

## Senior IT Project Manager/Business Analyst Contractor, Aon Hewitt 7/2012 to 11/2012

Sole party accountable for managing the Windows 7 Pilot Program to upgrade 500 users located globally. Brought time-critical project to plan by re-engineering SharePoint processes for Windows 7 pilot program and communicating with the rollout team and users.

* Coordinated scheduling of laptop migrations and issues management in North America and India while leading communication initiatives such as Pilot User SharePoint forum and weekly calls with pilot users, tech support, and 10 remote build teams.
* Led help desk ticket management/issue escalation and compatibility gap analysis for 1280 applications with offshore resources.
* Managed project pipeline, requirements documentation, weekly metrics/KPI scoreboard analysis, budget, & project artifacts at each tollgate using SharePoint and MS Project. Managed Identity & Access Management (IAM) & prepared for SOX audit.
* Led RFP/vendor selection process for enterprise wide rollout. Handed off the project to vendor one month ahead of schedule.

## Senior Agile ScrumMaster/Business Analyst Contractor, Robert Bosch 6/2011 to 4/2012

Defined, planned, managed, tested, and delivered ten SharePoint-based e-commerce websites & two mobile applications for international divisions located in Chicago, Quebec, and Stuttgart using Agile/XP/Scrum for e-commerce/mobile team.

* Led project teams of 5-15 in Agile story gathering, story pointing, daily scrum meetings, weekly demos, milestone reporting to stakeholders, burn down charts, & Agile retrospectives for consumer facing sites.
* Provided monthly budget estimates in Euros & weekly KPI metrics status reports for senior management.
* Led the IT Roadmap/Portfolio Management Steering Committee for ecommerce Automotive products.
* Presented three tech talks, performed QA testing tasks, & was liaison between business sponsors and IT.
* Led the first mobile website development project and was recognized in Bosch’s internal magazine.

## Senior IT Project Manager/Business Analyst Contractor, Prepaid Solutions 11/2008 to 5/2011

Sole party accountable for defining, planning, managing, and delivering five web-based B2B & B2C applications for maritime payroll & debit card consumer facing projects using Agile/Scrum/XP methodologies. Managed re-engineering of business processes when Prepaid Solutions was sold by West Suburban Bank to Goldman Sachs.

* Led project to convert five mainframe COBOL 85/DASDL applications to.NET/C# applications with a SQL 2008 database backend & file transfers to process overdraft protection, debit card fulfillment creation & reporting, negative balance reduction, & creation of debit reports. Created Help Desk queue platform. Used Metavante/FIS data formats and file processing procedures.
* Managed File Transfers project to produce hundreds of SOX & PCI compliant file transfers for payroll funding approval, data encryption/decryption, & FTP server/SSL setup/login credential administration.
* Led project team of ten maritime clients, three card vendors, five client support specialists, & five bank employees while creating artifacts such as Gantt charts, budgets, & weekly KPIs/status reports to senior management. Managed disaster recovery and business continuity planning. Led the IT Roadmap, change management board, and Steering Committee.
* Led Agile story gathering, story pointing, daily scrum meetings, weekly demos, & Agile retrospectives.
* Managed five SQL 2008 databases, data security & remediation, created stored procedures, scripts, batch data, & used Report Builder. Used Metavante data formats & ITIL ITSM processes for help desk/ticket management. Performed Identity & Access Management (IAM) & prepared for SOX audit.
* Administered SQL 2008 server, wrote stored procedures/scripts, managed data imports and backups, and used Report Builder to create reports for five databases.

## Project Coordinator Contractor, Northern Trust BanK 7/2008 to 11/2008

Coordinated critical path, scope, resources, & schedule for Wealth Management Gap Analysis project under tight deadlines for internal Know Your Client (KYC), USA PATRIOT ACT & SOX IAM audit occurring in December 2008 in response to Bear Stearns hedge fund collapse.

* Managed tollgates, risk, and project artifacts. Provided weekly metrics reports for senior management, kept the project at green status, and implemented the project on schedule despite tight deadlines.
* Facilitated the relationship between audit team of five data analysts and 97 Account Managers.

## Metrics Project Coordinator/Business Analyst Contractor, JP Morgan Chase 11/2006 to 5/2008

Provided leadership for defining, planning, managing & delivering KPI Metrics Tool project which provided hourly metrics for emergency Lockbox Processing Failure Command Center. Performed functional process analysis for RemitOne Lockbox bill payment processing. Project budget was cancelled after Bear Stearns collapse.

* Led project team of offshore developers, development, & infrastructure; held monthly milestone meetings; created project management artifacts such as Gantt charts & Work Breakdown Structures with MS Project; administered a SharePoint site; &, created daily/weekly/monthly Metrics scorecard for Steering Committee.
* Spearheaded implementation, troubleshooting, & creation of documentation of business processes, requirements, & specifications, technical & user manuals, use case/test case scenarios. Facilitated work practices with developers in India to avoid costly miscommunication, saving time and funds.
* Responsible for scope management, change management, cost management, schedule/resource management, risk management, issue logs, ticket management, quality testing, communication plan, process analysis, & deployment.
* Co-chaired Lockbox Sarbanes-Oxley (SOX) Audit Prep Team. Ensured that audit processes were followed for SOX, IAM, AML/BSA, PATRIOT ACT, & PCI.

## Project Coordinator/Business Analyst Contractor, British Petroleum 4/2006 to 11/2006

Performed project leadership, business analysis, and application support for the Shipping team, along with SQL, testing, user NT ID account management, and customer support for three shipping and commodities trading applications used internationally. Users included BP staff, commodities brokers, Hub and port officials, and ship captains located globally.

* Coordinated and managed pipeline, timelines, milestones, help desk ticket management, project artifacts, business process design, requirements gathering, SQL database management, QA Testing, and Identity & Access Management.
* Completed audit preparation project for SOX, Identity & Access Management (IAM), & PCI. Held daily meetings with remote team, worked onsite in UK, presented weekly metrics reports for senior managers, and acted as liaison between BP and the oil brokers, hub/port officials, & vessel captains/crew to coordinate software.

## Senior Programmer Analyst/Project Coordinator, New Labor Strategies 11/2003 to 2/2006

Led development team to define, plan, manage, code, test, and deliver the HRIS Employee Self-Service software applications for five Campbell’s Soup plants. Managed & performed programming in Java and .NET, project management, business process design, solutions/SQL data architecture analysis, APIs, documentation, quality assurance tasks, & post-implementation support.

* Managed the full Software Development Life Cycle; including project initiation, gathering requirements, devising project artifacts and project plans, creating cost estimates/crash costs, determining critical path, programming, testing, implementation, and production support. Designed use cases, wire frames, and test applications. Provided application support for five clients.
* Formed the initial Project Management Office, created documentation standards, and created IT Roadmap. Improved efficiency of project planning & cost estimates by 25%.
* Performed SQL administration and wrote complex stored procedures. Enhanced existing code to interact with existing customer databases. Created new modules, helping the company receive patents.

## Programmer Consultant Contracts 5/1999 to 10/2003

*Liberty Caucus/WIN2004, 1/2002 to 10/2003.* Team Leader of 5-person virtual team that planned, coded, and tested front end and backend portions of web application for a national PAC in 2002. Built application to manage volunteers for WIN2004 project. Defined project requirements, estimates, project artifacts, critical path/PERT diagrams, and existing business processes.

*Programmer/Business Analyst Consultant, Accenture, 2/2001 to 1/2002.* Assisted in planning, coding, and testing frontend and backend portions of the client’s main project - a SQL/VB/XML application providing online supply chain courses via RealPlayer. Created formatting standards for the e-Learning/Supply Chain University websites and documented all business processes and functions.

*Programmer Consultant, Ditto.com, 6/2000 to 1/2001.* Planned, coded, and tested frontend and backend portions of Ditto Detective while leading a 3-person team in planning, coding, and testing a distributed application to manage in-house consultants.

*Project Lead Consultant, USatWork.com, 10/1999 to 6/2000.* Responsible for gathering requirements/project artifacts, client interaction, mentoring 5 junior developers who coded, designed, and tested frontend/backend of a search engine.

*Perl/UNIX Programmer Consultant, Motorola, 5/1999 to 10/1999.* Coded and tested the backend portion of a web application that converted Excel spreadsheets using Perl on UNIX, allowing non-technical employees to easily view spreadsheets on the intranet.

## Marketing Coordinator, Burger & Associates 8/1995 to 5/1999

Performed marketing tasks i.e. creating website & brochures, doing mail merges, etc. to build/maintain patient base for a dental office.

# SKILL KeywordS

***Project Management Keywords:*** Creates & manages resource schedules, milestone/gatekeeping, scope creep, budget/cost resources, vendor management, resource management, risk mediation & assessment, quality assurance, testing, communication plans, re-engineering processes, project timelines, issue log management, change management, production deployment, post-implementation application support, data modeling, process mapping, critical path determination, metrics analysis initiatives, Gantt charts, Work Breakdown Structure, PERT diagrams, KPI metrics scorecards, UML use cases, wireframes, prototypes, requirements gathering & documentation, agile stories & backlog, burn down charts, etc. using Clarity, Planview, SharePoint, JIRA, & MS Project. Experienced with Agile/Scrum and Waterfall. Agile Retrospectives, Burn Down & Velocity Charts, Change Management Plan, Communications Management Plan, Cost Management Plan, Critical Path, Gantt Chart, Issue Log Management Plan, KPI Metrics Scorecards, Lessons Learned, Milestone Management, PMBOK recommended documentation, Portfolio Management Plan, Post-Implementation Application Support, Procurement Management Plan, Project Budget, Project Calendar, Project Charter, Project Scope, Quality Management Plan, Requirements Management Plan, Risk Management Plan, Schedule Management Plan, Scope Management Plan, Staffing Management Plan, Stakeholder Management Plan, Story Writing & Pointing, Test Plan, Triple Constraint Management, Vendor Management Plan, Work Breakdown Structure (WBS), etc.

***Software:*** Microsoft Office Suite: Access, Delve, Excel, Office 365, OneNote, Outlook, Planner, PowerPoint, Project, Publisher, Sway, Visio, Word. Adobe Audition, Audacity, Automize, Axure, BambooHR, BluePrint, Clarity, Confluence, CSS, DreamWeaver, Evernote, Fireworks, Footprints, GitHub, JIRA, Magento e-Commerce, Paychex, Planview, Remedy, RSS/Atom feeds, SEO, SharePoint 2010, SharePoint 2013, SharePoint 2016, SharePoint, ShopKeep, SmartSheet, SugarCRM, Task Scheduler, Team Foundation Server, WordPress.

***Languages:*** French and German: Business Proficiency. Dutch: Elementary Proficiency.