**DAWN M. GUCCIARDO**

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summary

Hands-on **Project Management Professional** with over **20 years** of experience managing projects across various industries. A **self-starter**, fearless of getting into the ‘weeds’ - fromplanning to implementation including **Work Breakdown Structures**, **Requirements** Gathering, **Business Process** Development, **Test Strategy** Development&Execution, **Traceability**, **Release Management** and **Change Control**. Strong analytical, organizational and communication skill sets.

AREAS OF EXPERTISE

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| --- | --- | --- |
| * Project Management | * Visual Studio Team Services | * ClickDimensions |
| * Change Management | * SQL/Data Driven Applications | * Collaboration Tools |
| * Agile/Waterfall | * Process Modeling/Workflows | * Office 365 |
| * Release Management | * Software Development Life Cycle | * Quality Center/Test Manager |

work experience

NLC Loans (Nations Lending Corporation) Independence, OH 03/2016 – 07/2017

IT MANAGER - CRM

CRM product owner and project manager for all CRM implementations and integrations relating to Dynamics 365 (cloud), Velocify, Surefire and Jungo.

* Planned resource availability and WBS in Microsoft Project to successfully rollout Dynamics 365 to 100+ users over a 3 month period on time and within budget.
* Coordinated Microsoft Dynamic 365 (cloud) releases (external vendor) with custom development releases (internal development).
* Mapped multiple Visio diagrams outlining current and future state system and operational processes to identify gaps. Led JAD sessions.
* Scheduled and led project meetings, documenting follow up items and meeting minutes.
* Created and distributed PowerPoint videos to communicate release notes traceable to the User Stories.
* Configured multiple dashboards for the sales floor to manage their daily activity and for myself to monitor data integrity, integrations and enhancements.
* Organized ~20 Salesforce/Jungo and Top of Mind/Surefire branch implementations.
* Diagnosed the opportunity to maximize purchased leads by showing the cost of ordering credit on leads that did not initially result in a loan.
* Prepared training materials and led classroom functional training with hands on exercises.
* Designed prototypes for the customer to help define the navigational path for the end user, added teams, workflows and views and modified security roles/permissions based upon business requirements. Redesigned forms, added fields and/or business rules and created entities and relationships.

Weltman, Weinberg & Reis, Brooklyn Hts., OH 09/2013 – 03/2016

PROJECT SOLUTIONS CONSULTANT (Consulting Role)

Planned and executed the rollout and implementation of the Dynamics CRM Time, Billing and Docketing project within the xRM4Legal platform as part of the CSS implementation program.

* Controlled the CSS Program by establishing project plan templates for each workstream and rolling them up into a Program project plan to coordinate and communicate major milestones.
* Launched a Release Governance process to ensure that all environments contained the appropriate applications and integrations necessary to ensure comprehensive testing.
* Provided test coverage metrics to Project Stakeholders to convey the quality of the application being tested.
* Worked closely with 3rd party vendors to implement release plans and ensure traceability between SOW and what was delivered. Designed and executed a Release Management Sharepoint site to track vendor releases and test results.
* Created training materials and led hands on classroom training sessions for attorneys - in addition to follow up surveys.
* Scheduled and led project meetings, documenting follow up items and meeting minutes.
* Configured entities, business rules, workflows, dialogs, reports, forms, relationships and dashboards to satisfy business operational processes.

Lender Processing Services, Solon, OH 07/2012 – 07/2013

Senior Business Project Manager (Consulting Role)

Senior Project Manager/Business Analyst responsible for managing the Training and Testing work streams.

* Created work breakdown structures, project timelines, Risk Management plans and Change Control processes to support the rollout of new software.
* Created operational work flow diagrams and facilitated knowledge transfer sessions between the business and IT staff to elicit and bridge requirements gaps.

Jewish Federation of Cleveland, Cleveland, OH 11/2010 – 07/2012

Business Analyst Consultant (Consulting Role)

Responsible for ensuring and transitioning all current operational efforts as they relate to the new fundraising software – Blackbaud Enterprise CRM.

* Self-taught BBEC CRM power user – including, but not inclusive of batch templates, batch workflows, onfiguration items, queries, business processes and security.
* Interviewed staff of 10 to produce current state and future state workflow diagrams which identified process improvements that resulted in reducing the number of integrity reports to be worked by 60%.
* Authored a step by step BBEC User’s Guide (~300 pages) and multiple Visio diagrams for future reference and training purposes.
* Requirements gathering and elicitation, Business Process Development, test strategy development & execution, traceability, release management and change control.

Nationwide Insurance Company, Highland Heights, OH 05/2005 – 03/2010

Manager, IT Applications

Recruited to establish and lead a new team of **Solution Analysts** which required efforts that influenced competency development and **organizational transformation.**

* Established clear roles, responsibilities and skill sets needed to successfully staff a Solutions Analysis team responsible for **eliciting business requirements** and transforming them into a **technology solution**.
* Created and implemented a **Requirements Management Plan** to provide requirements governance across all of Specialty Products, utilizing RequisitePro. This plan addressed **traceability** throughout the **project lifecycle** to increase quality, **reuse** to reduce project timelines and cost, centralization for one stop shopping and metrics to baseline and identify improvement opportunities.
* Managed the monthly **release process** by designing a tool to support ~$1 billion dollars of annual premium, spanning several platforms and multiple environments which contained anywhere between 8 and 50 medium (~800 hrs) to complex (~1800 hrs) projects.

Process Management Consultant

Managed the implementation of the Specialty Auto and Commercial Vehicle Rate Revision process which consisted of:

* Over 70 rate revisions annually to support **growth and profitability**
* Nine segmentation initiatives that enabled the business to price more precisely
* Many state mandated changes to ensure **compliance**
* Increased project **throughput by 31%**
* Project sizes ranging between 750 and 1,800 hours
* Designed and incorporated **project management methodologies** into 2 centralized warehouses that were instrumental **in maintaining historical data** to support **audits and market conduct** exams.

Progressive Insurance Company, Mayfield Heights, OH 03/1987 – 02/2005

IT Manager I

Managed a team of 22 Quality Assurance Analysts supporting Components software development (software that centralizes business knowledge and provides a standard method for quoting premiums).

* Led the efforts to rewrite a test harness, which included a usability study that increased productivity by 13%.
* Directed the **QA phase of three major rollout projects spanning three platforms**.
* Delivered products on or before the due date 95% of the time and reduced test execution time as much as 38%.
* Established and implemented a **risk assessment template** to proactively identify the most critical areas for appropriate test coverage.
* Prepared CBA’s to justify cost and benefit. Led **requirements gathering and JAD** sessions to develop clear and **testable requirements**. Conducted Issue Management to ensure all issues were addressed or resolved in a timely manner. Managed project tasks and milestones using Primavera’s TeamPlay.
* Interviewed, hired and trained 18 QA analysts over a two-year period to support demand.

Buying Experience Manager

Launched a unique buying experience process for Sales and Marketing that met the demands to review over 22,000 independent agencies – with a 6-person staff and an annual budget of $440k.

EDUCATION

Business Management, B.A., Hiram College, Magna Cum Laude, 1995

Business Administration, A.A., Lakeland Community College, 1992

Project Management Institute, Project Management Professional, 2007 (inactive)

Information Technology Project Management, C.E., Cuyahoga Community College, 2001

COMMUNITY SERVICES

Ronald McDonald House, Jeremy Cares, Red Day (Renew, Energize and Donate)