Cynthia Dyer-Southerland

VP Project Management, Director of Project Management, Director Enterprise Solutions Architect, Program Manager, Sr. Project Manager, Sr. Change Management/Communications, Business Analyst, Testing Manager

Profile:

Total Enterprise System Management, Design and Implementation Experience: 1990 - Present (25+ Years)

***Professional Experience:***

* PMP, Agile and Waterfall Methodologies, ASAP Methodology, ITIL Best Practices.
* Responsible for enterprise resource system pre-sales support for client and consulting engagements, including RFP Development, budgeting, resource planning and management.
* Responsible for multiple projects with varying deliverables including project metrics for overall project status, delivery of project business and IT requirements.
* Responsible for system implementation, development and delivery of IT Service Management (ITSM) solutions based on ITIL best practices.
* Hands on project management for large and small organizations. Managing and monitoring all phases of the project, IV&V, milestones and deliverables, system design and performance, testing, change management, communication and training. Service Desk Development. (Functional/Operational & Technical), monitored and reported on Service Level Agreements (SLA) performance and Key Performance Indicators (KPIs). Presented key performance metrics to executive management, stakeholders and across departments.
* Advisory Project Manager, providing direction for software selection, IV&V Auditor, software development & testing, business process redesign and risk mitigation.
* Managed projects required to meet Federal Audit/Certification guidelines.
* Software implementation experience includes SAP R/2, R/3 3.0-4.6c & 4.7, ECC 5.0, ECC 6.0, BW/BI, CRM, SRM, Portal, NetWeaver, SAP Solution Manager, MS SharePoint Administration, Business Intelligence (BI) Systems, Data Warehousing, Oracle, PeopleSoft 9.2, UPK, PTF PeopleSoft Test Framework, PeopleTools I & PeopleTools II, Independent Case Management Systems (Student, DJJ, Medical), Phire-Migration & Development Tracking System and Maintenance Systems.
* Managed Family Independence & court case management systems, implementing for students, medical and housing. Including Medicaid Information.
* Experienced project leader and creative problem solver. 25+ successful full cycle implementations, including global implementations, multiple parallel projects and multi phased implementations. Teams from 15-150+.
* Experienced with multiple documentation, training & testing applications such as SAP Solution Manager, SharePoint, Adobe Captivate, Connect, RWD uPerform, iTutor, On Demand, UPK, PTF, WebEx, etc.
* Experienced in business process development, improvement and redesign with an extensive hands-on experience in business process modeling using Visio, Word, ABC, etc. Development of process flow charts. Redesign of policies, procedures /governance and standards.
* Provided feedback to Executive Management concerning the organization changes, position and responsibility shifts that take place after software or new processes are implemented.
* Integration/System Management including but not limited to; Integration/System Testing, Creation of Test Cases, Test Scripts, Test Plans, Managed Unit Testing plans, Integration/System Test Plans, User Acceptance Testing, Executive Overview Presentations, and support pack testing and/or upgrade support.
* Managed Authorizations (Roles, Profiles, Position Descriptions and User Assignments) for Security / System Access
* Managed teams of Solutions Architects in the development of ERP solutions and bolt on support solutions for public sector, K-12 education, Higher Ed, State & Local government and utilities.
* Assisted in the set up and management of client user groups, help desks/call centers and shared service models. Developed FAQs, web sites and a knowledgebase for support teams.
* Experience managing Human Resource Systems, Finance & Travel Systems, Payroll Systems, Assets, Procurement/Inventory Systems, Maintenance/Facilities, Reporting, Technical (Forms Reports, Interfaces, Conversions and Enhancements, including Work Flow), Security etc.
* Held chair positions within ASUG (America SAP Users Group) and worked closely with developers to enhance the software functionality. Guest speaker for the GFOA (Government Finance Officers Association) conferences on several occasions, ASBO, Sapphire and ASUG (America SAP Users Group) conferences. Also a member of SCGFOA and the SCPMI. Also spoke at conferences for the Child Welfare League of America.

***Industry Experience:***

* State & Local Government, State Agencies, DSS, FIA, K-12 Education, Higher Ed, Manufacturing, DOT, Transportation, Chemical, Pharmaceutical, Service, Retail and Distribution, Private & Public Sector, Utilities, DJJ, DOC, Detention/Corrections, Family Independent/DSS, City, County, and Non-Profit.

***Experience: (Independent Contractor)***

***University of South Carolina - Columbia, South Carolina***

**February 2012 – March 2016**

**University Technology Services – HR/Payroll/Finance PMO/ Business Analyst/Testing Manager**

**OneCarolina PeopleSoft**

***State of South Carolina - Columbia, South Carolina (Including SCDOT)***

**June 2007 – December 2011**

**SAP Integration/System Project Manager/Finance Project Manager/HR-Payroll PM Advisor/Solution Manager**

***Intelligroup, Inc., NJ, USA***

***SAP Senior Project Manager/Advisor***

**September 2006-2008**

* ***Port of San Diego - SAP Assessment for Upgrade 4.6c to ECC 6.0***
* ***VSuarez – Puerto Rico – Project Management Advisory & Hands on Project Management (Retail)***

***Metamor Enterprise Solutions, CA, USA - BancTec***

***Senior Project Management***

**Oct 2005-September 2006**

***Global Vision Technologies, MO, USA***

***VP Project Management Services, Senior Project Management***

**October 2003 - December 2005**

**State & Local Government Case Management Systems**

* ***State of Michigan Family Independence Agency, Macomb County - Mt. Clemmons, MI USA***
* ***Wayne County – Detroit, MI & Other Agencies & Non-Profit Organizations***

***ea Consulting, CA, USA***

***Project Engagement Director, Solutions Architect Manager, Senior Project Manager***

**September 2000-October 2003**

* ***State of CA – Administrative Offices of the Courts – AOC , CA, USA***
* ***City of Farmington, NM, USA***
* ***Marin Water District, CA, USA***
* ***San Bernardino Unified School District, CA, USA***
* ***Tarrant County, Tx, USA***
* ***Oklahoma City Public Schools, OK, USA***

***INC Group, MD, USA***

***Project Manager, Plant Maintenance***

**September 1995-August 2000**

* ***School Board of Polk County, FL, USA***
* ***Duval County Public Schools, FL, USA***
* ***New York Power Authority, NY, USA (Utilities)***
* ***Monsanto, MO, USA (Global Manufacturing/Chemical/Pharmaceutical)***

***Additional Experience:***

***1984-2007 Senior Project Management***

* ***Magellan – California (Global Manufacturing/retail) IV&V***
* ***UPM – North Carolina (Manufacturing) IV&V***
* ***NutraSweet, GA, USA (Global Manufacturing/Chemical/Pharmaceutical)***
* ***GD Searle (Pfizer) (Pharmaceutical)***

Technical Skills

* Other Applications – MS Office, Visio, MS Project, MS Access, CA Help Desk, SharePoint, RWD uPerform, Adobe, Nakisa, Epi-Use, SAP, FamCare, PeopleSoft, Oracle, SAP Solution Manager, OU Campus, SQL Development, UPK (User Productivity Kit), PTF (PeopleSoft Test Framework), PeopleTools I & II, SQL Development, Phire etc.
* Database – Oracle, MS SQL, IBM DB2, IBM Informix, Unix, Windows
* Data Management, Data Conversions, Functional and Technical Design for development of interfaces, forms, reports, enhancements, workflow, etc.
* Portal, Cloud Based Applications, Hosting, SOA, SDLC, etc.

Education & Certification:

* Associate – Industrial Maintenance
* PMP Certification Training
* Agile & Scrum
* PMI/PMBOK
* ASAP Certified, Project Management ASAP Certified
* SharePoint - Administrator
* Fundamentals of Management, Managerial Approach, Managing Inter-Group Conflict, Resolving Conflict
* Plant Maintenance, Service Management, Project Systems, Real Estate, Sales & Distribution, Quality Management
* MM Purchasing, SRM, MM Inventory Management
* Finance/Funds Management Overview, Asset Management, Capital Projects
* HR, Payroll, Benefits, Time & Labor, Absence Management, Payroll Accounting
* Resource Scheduling and Profitability Analysis
* PeopleSoft Finance, UPK, Procurement
* PeopleTools I & II
* SQL Development Training
* Industrial Plant Maintenance Certification
* Criminal Justice Courses
* 508 Compliance

***Additional Skills:***

* Solution Manager Design & Development / Business Process Analysis/ Mapping
* Gap Analysis, Conversion of Business Requirements in to detailed design, Business Process Assessments and Modeling
* MS Office Applications, Visio, MS Project
* SQL, SharePoint, OU Campus Web Development
* HIPAA, SAS 70, SOX, ISO, PSM, FERC, EPA, OSHA, SASI, ACA
* Business Intelligence/Business Warehouse Reporting
* CRM , CCS, IS-U, Workflow, WebMethods, Portals
* General Ledger, Budget BPS, Budget Planning/Forecasting , Funds, Split Ledger, Controlling, Grants Management, Assets, Employee Self Service, Managers Dashboard/Self Service

***Affiliations:***

* PMP – Project Management Professional
* SCSCPM – South Carolina Society of Certified Public Managers
* GFOASC Member – Government Finance Officers Assoc. for South Carolina
* ASAP Certified – Accelerated SAP Methodology
* ASUG – Americas SAP User Group
* GFOA – Government Finance Officers Association (National)
* CWLA - Child Welfare League of America
* AFCARS - Adoption and Foster Care Analysis and Reporting System
* NRC-CWDT – National Resource Center for Child Welfare Data & Technology
* NICWA – National Indian Child Welfare Association
* ASBO – Association of School Business Officials
* CASBO – California Association of School Business Officials
* CEDPA – California Education Technology Professionals Association
* NCJA – National Criminal Justice Association
* NAJIS – National Association for Justice Information Systems

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