Edwina Wright Program/Project Manager

Summary of Professional Experience

Senior Program Manager, providing results-oriented leadership and managing complex IT programs/projects. Highly skilled and accomplished professional with more than 18 years of IT industry, Health Care, Government and Telecom experience. Successfully managed a variety of projects, Infrastructure, Migrations, Upgrades and Application Development, Internal/External Audits, building customer loyalty, customer satisfaction with integrity and hard work. Identify a situation and navigates through it.

Work History

Neovia Logistics 06/2014 – Present

6363 N. State Highway 161, Irving, TX. 75038

As Sr. IT Security Project Manager, for Neovia Logistics, working closely with the CISO to establish and maintain the enterprise vision, strategy and program to ensure information assets and technologies are adequately protected. Manage small projects, while working within regulatory frameworks ensuring Neovia IT Security standards with both on and off shore. Interface with other IS teams and outsourcing provider(s) to ensure technology solutions are effectively managed and implemented. Effectively communicate project status to sponsors, stakeholders and internal organizations throughout the project lifecycle. Facilitate identification of systems impacted, management of team members, assessment of progress, and resolution of issues. Identify operational gaps and work with the various teams to gather requirements and submit RFS to IBM the managed services vendor. Work effectively with global teams to ensure project success. Responsible for working effectively with global teams to successfully coordinate and lead implementation efforts for Neovia Logistics initiatives.

* Identify/Document/Escalate major issues involving the level of IT Security services from IBM Managed Services; Identify the Risk and Negative Impact to Neovia and their Clients associated with the issues brought forth
* Worked with IBM and SME’s to ensure the requirements were understood and managed
* Created requirements for the SharePoint development team to build a Firewall Request repository
* Interface with Clients and Internal resources to conduct Audits
* Conduct SOX reviews on control effectiveness
* Perform vendor audits to verify ISO27001 and 27002 control measures were being followed.
* Assisted in the development of audit plan for 2014 testing
* Verified control compliance and mapped against various frameworks (COSO, COBIT, NIST, ISO, ITIL and others) in the Unified Compliance Framework
* Performed Risk Assessments on various processes

Dell Inc. 01/2007 – 04/2014

2300 West Plano Parkway, Plano, Tx. 75075

As Sr. Program Manager/Deputy CDE, for the Hilton Account, Edwina managed project development from initiation to closure utilizing the Agile and PMI methodologies. Worked with the various leaders to identify resources to build teams in support of multiple projects. Responsible for identifying issues, risks, prioritizing work effort, while working with other towers to ensure success of common goals. Facilitate meetings with the project team, managers, stakeholders and executive leadership. Provide and negotiated key change initiatives.

* Working in conjunction with the Data Center Migration teams, ensured successful and timely migration of the infrastructure from the Memphis Data Center (MDC) to the Florence Technology Center (FTC).
* Worked on the PCI effort to ensure a successful audit
* Identified and resolved issues throughout the project lifecycle while managing scope and budget
* Managed/negotiated change across several functions, organizations, and vertically within organizational hierarchy, while leveraging relationships for direct and indirect influence to effect change.

Served as a Transition Leader for the infrastructure transition of Hilton Hotels and Resorts, assisted with all aspects of managing the activities and deliverables for the transition to the Dell consolidated model. Assumption of Service (AOS).

As Sr. Program Manager, for the Moody’s Account

* Provided oversight of the development and coordination of the Processes and Procedure manuals according to IS PAL standards.

As **Sr. Program Manager**, for the Tenet Health Care Account, was responsible for supervision and oversight of the NextGen application, using the Systems Development Life Cycle (SDLC) model.

* Provided all aspects of project management activities, while communicating with the client and stakeholders.
* Directed Dell teams ensuring on time completion of activities, managing the vendor responsible for the application code development, reducing risks associated to the effort while motivating leveraged teams both technical and non-technical in effecting positive results.

Served as a **Sr. Facilitator** for Catholic Health Initiative (CHI). The focus of the engagement was to leverage CHI Enterprise Program Management Office (EPMO) standards, providing continuous improvement suggestions as applicable and to develop and deliver workshops and provide one-on-one coaching with the EPMO resources and partners.

* Led a series of project management workshops based on existing Enterprise Program Management Office (EPMO) standards to produce required program and project information and artifacts.
* Collaborated with CHI Key stakeholders to develop a specific workshop designed to address missing project artifacts and increase collaboration between the PM(s), IT and Business in the definition, planning and delivery of the projects. The developed process enabled a 90% quicker start-up on new projects.
* Mentored the Program Manager leading the ICD-10 implementation.
  + - Reiterated strategy of structuring a large program
    - Engaging the key stakeholders
    - Developing a staffing plan, etc.

As an **Infrastructure Program Manager**, supporting Stanford Hospitals and Clinics, responsible for resource management of staff, managing infrastructure projects, supervision and oversight of projects and services while managing risk reduction on high profile issues. Successfully managed software upgrades and server migrations for this client.

Served as a **Consultant,** in support of Owens & Minors (O&M), conducting an operational assessment to identify productivity improvement opportunities and to determine key areas for achieving their strategic goals. O&M made a one-time initial investment of $52,000 and recognized a savings of $470,000 per year.

As an **Interim PMO Director for Tenet Healthcare,** Responsible for staffing and operating a PMO Organization.

* Provided oversight into all aspects of project execution, both at the tactical and strategic levels.
* Ensured project delivery expectations were met and exceeded.
* Provided regular communications relating to the PMO operations and portfolio of projects, including routine project/portfolio performance and compliance reporting, and escalating issues, as appropriate, across the account and up to the Business Unit Leadership as well as to the Business Unit PMO.
* Managed 12 Project Managers, over 30 projects and a budget of $1.5 million dollars.

Served as a **Project Manager for Perot Systems Government Services,** Support the Veterans Affairs (VA), Veteran Health Administration (VHA) and Veteran Health Administration Office of Information (VHA OI) VistA Contractor Service (VCS).

* Supervised and managed multiple Veterans Administration IT Projects ranging in size of medium to large clinical software development, software support and system implementation projects.
* Oversaw VA resources and contract employees assigned to my project teams. All projects completed on time and within budget.

As **Program Manager,** for the **Faculty Practice Plan at Howard University,** responsibilities were to establish Program Management Office (PMO) for the Faculty Practice Plan at Howard University in support of Physician Services.

* Established PMO processes and procedures for managing all PMO activities including project oversight, training and mentoring project managers and implementing a consistent project management methodology.
* Oversaw and coordinated all aspects of the implementation project and its deliverables ensuring a high quality implementation.

**Electronic Data Systems Corporation – EDS 02/1998 – 01/2007**

**5400 Legacy Drive, Plano, TX. 75024**

As a **Regional Program Manager,** responsibilities includedManaging the Atlantic South region while implementing the Voice and Data technology in support the Retail Banking Store Initiative (RBSi) for the Bank of America account.

As a **Special Project lead - Six Sigma**

* Implemented a Change Management Process through the Six Sigma model, which resulted in 15% less client spend and no redundancy in support.
* Quicker acceptance of change by the clients resulted in 15% faster deployments and a 40% reduction in rework after implementations. Implementing this change management tool assisted in analyzing and improving our financial reporting tools and processes so that actual expenses could be clearly understood.

Served as a **Program Manager - Global Metrics**, Enterprise Network Capabilities

* Provided the tools, processes and templates to automate the collection and delivery of the Service Excellence metrics to the Service Excellence team.
* Led the SPI definition phase while ensuring that the data was based on a well-defined metric and model which are used to drive improvements.

Specialized Training

* ITIL Foundation V3 Certification - 2014
* Toastmasters - Current
* Dell Project Management certification - 2008
* Certified Six Sigma Green Belt, 1996