**INTRODUCTION:**

I am a senior level highly motivated, results oriented individual. I have 15 years of responsibility in Project Management for Information Technology and ERP Implementation.

This includes infrastructure, software development, implementations, compliance analysis, change management and system administrative support.

Areas of expertise are Mortgage Lending, Leasing, Healthcare, Finance, Retail Sales, Insurance, Education, Corporate Learning, Banking, E-Commence, High Tech and Public Service environments.

With over 10 years of ERP deployment projects, data conversions, technical designs, and hands on configuration, program conversions, upgrades, full life cycle implementations and integration. Specializing in HR Suite, Financial Suite, and E-procurement; also having experience in other modules as well such as Business Intelligent. ERP systems are Lawson/Infor., PeopleSoft/Oracle, Munis, Workday, JD Edwards, and SAP HR.

As a consultant, I have diverse experience and, proven accomplishments in developing quality assurance procedures, corporate financial growth, stability, and performance, transformation and change management. I have proven leadership qualities. Broad understanding of financial audit requirements and procedures at all levels of business including evaluating, analyzing, tracking, and communicating financial data. Also having experience managing project initiatives for ISO/AS 9100, HIPPA, OMB Circulars,  Experience with IBM ILMT,  JCAHO, COSO, SOX, CPI and, HMDA,TILA, ECOA, RESPA, GLBA, SAFE Act and FCRA

I am a certified Six Sigma Black Belt with experience and a strong technical background. I can develop written and oral presentations and I possess excellent training and team motivational skills. I have the ability to develop new ideas, streamline efficiency while providing accuracy with a high level of quality. Also, having the ability to work well within team environments and can communicate and interact effectively with individuals of all levels of the organization. I also have experience with other different types of project and organizational change methodologies, such as Kotter, SDLC Waterfall, PMI, ITIL, RUP, Agile and Scrum.

I have the ability to successfully work with several different clients on a variety of projects simultaneously.

**SUMMARY OF EXPERIENCE**:

06/16 to Present

T-Mobile Corporate Office, Seattle WA

***Sr. Business Process Manager, Financial - FinCo***

Responsible for managing the first line of defense for loan/lease operations for T-Mobile’s Finance Company (FINCO). Leading the design, develop, and test loan/lease operations in regards to key operational and regulatory functions. Operational Lead representing Training, testing, data migration and reconciliation for the new ERP Implementation for Oracle Financial Loan and Lease. I provide performance and compliance reporting triggering the need to find and manage the resolution of root cause issue working with all levels of detail and all levels of staff throughout the organization, including preparing and delivering executive reporting.

* Implementation of ERP system Oracle Financial- Loan and Leasing Suite
* Data clean up, migration and reconciliation for ERP implementation
* Develop and maintain processes for the Financial Services activities from loan origination through booking and collections.
* Integrations with Vertex Tax Solution
* Ensure written documentation on the procedures for the operational groups are in place for proper accounting controls, compliance and audits.
* Develop regular testing program that is repeatable and sustainable. Prepare business management error reporting.
* Maintain and ensure operational integrity and operational compliance through periodic self-assessment reviews/audits. Share performance monitoring results with the operational teams setting action plans to address areas needing improvement
* Ensure audit issues are researched and resolved timely with action/remediation plans in place to address, document and mitigate deficiencies.
* Ensure ongoing regulatory changes and maintains adherence to all state and federal regulations, laws and requirements. Stay fully abreast of all rules and regulations and industry initiatives that impact the operations’ departments.
* Act as the SME for the operational aspect of the financial services products.
* Develop service level agreements between the operating units and the Finance Company
* Build strong and effective relationships with internal and external business partners.
* Act as the point of contact for operational questions or concerns
* Measure key performance indicators, benchmarking and trends to provide results to leadership via dashboard and reports
* Identify root cause of issues and work through the resolution of the issues
* Ensure data quality and system integrity of the financial services products

12/15 to 06/16

Community Health Systems (CHS), Nashville, TN (Remote)

***Sr. Project Manager/Lawson and Vertex(Tax Solution)Integration Implementation and Deployment***

I am responsible for leading Business Partners, Business Analysts, technical team and vendors in documenting processes for training and establishing procedures, and enterprise policies. The review of the build for all requirements, review for integration with Cerner, outstanding gaps and testing with align with the Deployment Project.

My duties include:

* Creating and managing project schedule to include 4 pilot sites and corporate in preparation for over 100 hospitals go live rollouts
* Vendor Management
* Ensuring the proper planning and resource prioritization is secured to maximize the effectiveness of delivery quality, and insure on time/on budget project delivery.
* Setup system implementation documentation procedures
* Resource capacity planning, budgeting and value added; providing the overall direction for implementation
* Overseeing data conversion
* Providing status reports to internal and external stakeholders
* Providing quality assurance metrics

03/13 to 11/15

City of Pasadena, Pasadena CA

***Project Director PMO- ERP Implementation /Organizational Change Manager***

Ensured the proper planning and resource prioritization is secured to maximize the effectiveness of delivery quality, and insure on time/on budget project delivery. Ensured that all the audit artifacts are in place for SOX and FCRA and responded to audit request, participated in mitigation of all audits findings. Setup the system implementation documentation procedures. Ensuring that all requirements are gathered, reviewed and approved. Oversight of quality assurance processes and procedures, audit processes, resource capacity planning, budgeting and value added; deciding the overall direction for implementation. Set up E-Learning working with vendor(s) for customize learning for City Staff for new system and on-going training depending on position. Review process improvement within 17 difference departments current using PeopleSoft 8.0.

Project objective: Prepare the City of Pasadena and City staff for change with the new system implementation, Implement Core Financial Suite for the Munis System which consisted of 10 modules and included the various grants accounting with alignment to OBM Circulars, establish eProcurement procedures, centralize the accounts payable processes which included invoice level approval process flows, three way matching with invoice, requisition, PO conversion, the receipt of goods and to ensure over 70 integration data points were properly transferred to new system. Created and maintained the project budget of 6.4M and providing forecasting and burn rate reporting to project sponsors that included the Mayor, City Council and City Managers.

My duties:

* Created and Participated in RFI and RFP process
* Participated in negotiations of vendor contracts
* Managed vendor contracts and resources
* Managing the organizational change for implementation team(s) Core and Steering and other departmental customers internal and external
* Managed Project Implementation Team - Direct reports 14 staff, 35 cross functional staff and 6 vendor staff
* Established Training, eLearning and on-boarding procedures for new system
* Managed Budget, providing quarterly status to City Council/Mayor with Burn-rate and ROI
* Providing status reports to internal and external stakeholders
* Provided quality assurance and testing metrics
* Provided Release Schedule and Release notes
* Participated in Security Segregation of Duties and Roles
* Ensure best practice for ITIL
* Working process with Asset Management and all licensing issues
* Lead set up of Helpdesk procedures for ERP Implementation, severity, categories, issues evaluation and, change control board using ServiceNow
* Ensured audit compliance with IT regulations and internal policies and procedures
* Disaster Recovery for all departments as they relate to the Core Financials
* Reporting  project progress, particularly to C level personnel
* Establishes and maintains the project plans specific to assigned work to include risks and change management.
* Lead the technical team in integration of reporting tools used to generate reports for various applications with Cloud.

09/10 to 03/13

Cedars Sinai Health Systems, Los Angeles CA

***Sr. Project Manager/ Leader -Technical ERP Systems***

I successfully oversaw Internal and External Compliance Audit, System Security and HIPAA. I am also responsible for change management processes and procedures. Managed the Implementation of the Lawson modules, Kronos upgrade, Concur, Workday, SharePoint Administration, and Portfolio Management. Change Control Board governance and integrated system to track and monitor/ServiceNow. Ensure the requirements for integration in the Revenue Cycle, EPIC, ERM and Work Force Management and Workday.

Project Objective: Lead Implementation of system and training modules, staff eLearning processes and position, duties align with compliance requirements for Corner-Stone and Work Force Management modules. Creating processes for managing the users and resources supporting security access and segregation of duties.

My duties:

* Ensured the proper planning and resource prioritization is secured to maximize the effectiveness of delivery quality, and insure on time/on budget project delivery.
* Setup system implementation documentation procedures
* Resource capacity planning, budgeting and value added; deciding the overall direction for implementation
* Oversaw all data conversion
* Worked with EPIC implementation team for business intelligent dashboards
* Lead all Business Analyst for requirements gathering
* Leading Deployment projects using Agile methods and collaboration with vendor design
* Created and Participated in RFI and RFP process
* Website creation Ecommerce
  + Content management
* Managed vendor contracts and resources.
* Managing the organizational change for team including the departmental customers, i.e.: Inpatient and outpatient nurses along with training
* Tasked with the procurement and implementation of software for a newly developed processes current and manual processes within the department.
* Worked with, HR, Payroll and Nursing Departments to secure and obtain data from both Lawson and Kronos time tracking and project costing.
* Interfaced with users for requirements for processes
* Oversaw Quality Assurance, test plan, test scripts and preformed testing for conversion of ERP Systems with over 40 integration points for various systems.
* Reporting project progress, particularly to C level personnel
* Establishes and maintains the project plans specific to assigned work to include risks and change management.
* Crystal reporting tools used to generate reports for various applications
* Presented to Steering Committee overall project achievements, risk and issues
* Providing status reports to internal and external stakeholders
* Participated in Security Segregation of Duties and Roles
* Participated in and responded to SOX audit
* Set up procedures for SOX audit
* Set up Disaster Recovery processes and procedures
* Ensured audit compliance with IT regulations and internal policies and procedures.

Projects completed:

* Kronos upgrade
* Lawson Upgrade HR and Payroll
* Epic integration
* Help Desk Procedures – with new system of service from Remedy to ServiceNow
* ERM – Data warehouse
* Workforce Management Implementation
* PeopleSoft/Oracle upgrade Finance
* Process Flow Module Implementation
* Lawson Absent Management Module Implementation

10/11 to 05/12

Bank of America, Raleigh, North Carolina (Remote)

***Sr. Process Design Consultant/ Six Sigma Black Belt - Mortgage Servicing and Closing***

I was responsible for leading Business Partners in documenting processes, procedures, and enterprise policies, working with the SIAI (Self-Identified Audit Issues) Program. Engaged the business partners to analyze, implement, Mortgage Closing Services to update processes utilizing process improvement models and techniques.

Project Objective: Design or redesign processes using six sigma methodologies. Integrated best practices with process design to ensure continuous process improvement. Applies redesign concepts, practices and DFSS tools.

My duties included:

* Coached teams to achieve process or project objectives
* Setting the procedures for the change management for technical resources and functional staff
* Communicate and coordinate with other Team Leads business analysts/ managers, project managers and Business Manager s
* Effectively working on multiple concurrent projects with Business Partners and Production support
* Manage the generation and distribution of the issue log, meeting and action items as appropriate.
* Managing on Clarity PPM tool
* Evaluated and assessed the current state of processes
* Creating Visio diagrams of process and establishing control points
* Managed the conversion of Visio diagram to ARIS
* Communicating with off-shore Team
* Assisted with integration of processes to ARIS Library
* Linkage of processes and process maps to desktop and program procedures
* Built s action plans and drove them to execution

12/10 to 09/11

A*merican Safety Insurance* (*ASI), Atlanta GA*

***Sr. ERP Project Manager***

I successfully re-engineered processes for financial application access. My assignments were to Implemented Lawson LSF 9 environment and Financial Apps 9.0.

Project Objective: Work with HR/Workday, Claims and, Finance to secure and obtain conversion data to retiring the legacy system, Guidewire and the security thereof, integrated with Kronos and setup Salesforce and implement Lawson ERP System

My duties include:

* Managed the security class set up for compliance to Sarbanes-Oxley
* HIPPA Risk review
* EMR Risk review
* Document the Lawson business process for the Sarbanes-Oxley Project
* Administered and maintained enterprise level work plan making decisions on timing, budget and resource.
* Provided consultation with Accounting and Finance departments for process improvement.
* Hyperion reporting tool used for financials
* Assisted in facilitation of new Chart of Accounts for Lawson and mapping from legacy account which included module duties and compliance.
* Established interfacing to from Guidewire to Lawson
* Set up for implementation of Salesforce
* Established key project deliverables for assigned projects and I govern the results.
* Manage the generation, distribution, and sign-off of project deliverables.
* Setup and Designed Windows Network Servers allocation of space and disk usage for Lawson Installation
* Disaster and Recovery process and procedures
* Test Environment for quality assurance and Training Environment
* Assisted in establishing and supporting the maintenance of monitoring reporting on compliance to adopted policies, processes and procedures in relationship to PMO and, SOX
* Change Control Procedures

9/09 to 12/10

Kamehameha Schools, Honolulu, HI (Partial Remote)

***IT Plans and Portfolio Management Leadership - PMO***

Financials Security System Administration Manager – Lawson ERP System

I am responsible for the install and the setup of security and implementation of MS Project Server

Project Objective: Implement Enterprise Project Management and MS Portfolio Management tool. My duties include:

* Portfolio Management
* Servers, users and system access levels.
* Build and structure the project teams
* Administrator MS Project Web Access /Server 2007 Administrator/Security and Functional Training
* Reengineering of organizational process changes
* Provide change management processes and control procedures
* Providing direction for process improvement in project resource capacity planning, budgeting and value added; deciding the overall direction for implementation.
* Training of staff (both external and internal) on change management and process processes
* Provide direction and motivation to team, communicate project objectives and success criteria
* Ensured key project roles and responsibilities are defined
* Establishes and maintains the project plans specific to assigned work to include risks and change management.
* Mange the establishing and supporting for maintenance of monitoring reports on compliance to adopted policies, processes, and procedures in relationship to SDLC
* Security audit Compliance rules

9/08 to 9/09

*Hawaiian Airlines, Inc., Honolulu, HI*

***Sr. SOX IT Project Manager –PMO - ERP PeopleSoft***

I am responsible for directing the activities necessary to support the assigned project for the business unit and IT. My responsibility included managing the 33 resources for implementation and integrating new processes for compliance, managed the patch management process and, upgrade change management. I managed both on-site and off-shore resources and staff. Also evaluated, documented and tested processes for security access, rules and roles in PeopleSoft.

Project Objective: To su*ccessfully complete SOX audit, with zero deficiencies.*

My duties included:

* Built and structured project teams to ensure maximum performance.
* Provide direction and motivation to team, communicate project objectives and success criteria.
* Ensured key project roles and responsibilities are defined.
* Administered and maintains enterprise level work plan involving or pertaining to the development and implementation of approved IT projects and initiatives.
* Establishes and maintains the project plans specific to assigned work to include risks and change management.
* Participated in opening of new station in Philippines
* Hyperion reporting tool used for financials
* Participated in SOX test
* Participated in PCI Requirements gathering

08/06 to 8/08

# Inter-American Development Bank, DC (a division of the World Bank) (Partial Remote)

## *Lawson Financials SR Project Manager/System Administrator/Business Analyst/Functional Support*

I worked with a team of client staff and contractual consultants both on and off shore, with the responsibility for assisting with the activities necessary to support the assigned projects, business and, IT resources. Integrate the Loan Origination System (LOS) with financial. Set up pilot for Microsoft Project Web Server 200.7 My responsibilities included the Lawson ERP implementations for Procurement, Process flow, SAP HR, and Oracle for GL, Payroll, Asset Management, Cash Books, Budget and Accounts Payables, Project and Activities and integration with loan origination system, HURIS and Concur.

Project Objective: to successfully implementing four major upgrades:

1. Lawson 8.2 application and environment - Lawson 8.3 application and environment
2. LSF 9
3. Oracle 9 to 10g
4. SAP HR
5. Remedy – service
6. HP Quality Center

My duties included:

* Built and structured project teams to ensure maximum performance.
* Provide direction and motivation to team, communicate project objectives and success criteria.
* Ensured key project roles and responsibilities are defined.
* Administered and maintains enterprise level work plan involving or pertaining to the development and implementation of approved IT projects and initiatives.
* Manage the generation and distribution of the issue log, meeting minutes and action items as appropriate.
* Evaluated and Documented the System Requirements
* Assisted with setup and Network Servers allocation of space and disk usage for Lawson Upgrade/Installation, Disaster and Recovery, Test Environment and Training Environment
* Establishes and maintains the project plans specific to assigned work to include risks and change management.
* Providing status reports to stakeholders
* Hyperion reporting tool used for financials
* Managed the testing process and procedures to ensure quality of data conversions
* Ensured the proper planning and resource prioritization is secured to maximize the effectiveness of delivery quality, and insure on time/on budget project delivery.
* Establishes key project deliverables for assigned projects and governs the results.
* Assisted in establishing and supporting the maintenance of monitoring reports on compliance to adopted policies, processes, and procedures in relationship to SDLC for COSO.
* Participated in Security Segregation of Duties and Roles

**SUMMARY OF EDUCATION:**

|  |  |
| --- | --- |
| **2000 -2001**  **California State University of Fullerton, CA**  **Certification - Six-Sigma Black Belt**  **Advance Statistics** | **2001**  **Micro Soft Certification Courses, CA**  **Certification SQL** |
| **1999**  **San Bernardino Valley College, CA**  **Technical Writing /Effective Written Communication** | **1994 - 1998**  **University of Phoenix, AZ**  **Business Management** |
| **1994-1995**  **El Camino College, Harbor City, CA**  **Managerial Accounting**  **Computer Technology** | **1984-1986**  **Harbor College, Harbor City, CA**  **Accounting** |

**INFORMATION TECHNOLOGY SKILLS:**

|  |  |
| --- | --- |
| **Bizlink**  **ConCur**  **Epic**  **Great Plains Dynamics ERP**  **Guidewire**  **IBM ILMT**  **JD Edwards**  **Lawson Software 8.0.2, 8.03, 8.1, 9.1**  **LSF 9**  **Lawson Financial Suite ERP**  **Lawson Procurement Suite**  **Lawson IOS (Internet Object Server),**  **Lawson Process Flow/designer**  **Lawson Design Studio**  **Munis 10.5**  **Vertex**  **OnBase**  **Oracle, Oracle Financials**  **Oracle modules: 8i, 9i, and Data warehouse**  **Oracle 10gOracle Financials**  **Oracle Loan and Lease**  **PeopleSoft ERP and Self Service**  **Prince 2**  **SAP HR**  **SalesForce**  **Sympro**  **TruePoint**  **WorkDay** | **AIX 4.3.2**  **Apache – Web host/Server**  **Cloud**  **Tripwire**  **UNIX (VI, cron and COBOL scripting)**  **Tomcat**  **Unix modules**  **Sun Enterprise Server**  **.NET modules: ASP, ASP.NET**  **Java/J2EE**  **Stored Procedures**  **VB.NET**  **Visual Studio**  **Visual Basic**  **SQL Enterprise** |
| **HP Quality Center**  **Sarena integration testing**  **Remedy**  **ServiceNow** | **OLAP**  **Minitab** |
| **ARIS**  **Clarity PPM**  **MS Project, MS Project Server**  **Workbench Project Management**  **Visio** | **Lotus Notes R5**  **Doc Magic**  **Data Vantage XBR Sales Audit** |