Teresa Flowers **Johns Creek, Georgia \*** [**770-256-0633\*tjflowers2015@gmail.com**](mailto:770-256-0633*tjflowers2015@gmail.com)

**Professional Experience**

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| **Armanino LLP 2014-Present**  **Senior Global AX/CRM/Field Services Program Manager**  Global program and project management professional responsible for managing multiple projects with budgets in excess of $2M-5MM. Responsibilities include business development and pre-sales activities, planning and managing the mobilization and implementation of technology project initiatives, onboarding/off-boarding of resources to deliver Microsoft Dynamics ERP product solutions involving Microsoft Dynamics AX, CRM, BI and SKY Field Services modules for R2 and R3 feature and functionalities. Travel ~ 75%.  For a premier provider of professional training, performance improvement, and talent management solutions headquartered in Washington, D.C. supporting teams within federal and state government, I managed an AX implementation project focusing on the following business processes: project planning, allocation of resources, execution of projects, engaging vendors, managing the electronic flow of information, and allowing access to additional users. Modules include HR, Purchasing, Project (with resource planning and project budgeting), Workflows, and Enterprise Portal. The new system’s goal is to be the source for conducting daily business, supplementing Customer Relationship Management and supporting learning management systems. Additional users added to the scope of the system were project managers, resource managers, and enterprise portal users like independent instructors.  For fire and security corporation, the focus is on replacing the client organization’s legacy systems with a modern ERP/CRM/Field Services blueprint solution to serve as a single system of record. Modules being implemented include: Financial Mgmt., Bank and Cash Mgmt. Fixed Assets, AR, AP, SFA, HR, Travel & Expense, Admin-Security, Collaboration, Field Services and BI Reporting & Analytics. PM phases followed a Hybrid approach encompassing Microsoft SureStep Methods working with distributed EAST-WEST coast team leading them through Plan & Analyze, Design & Configure, Test & Train with 3 CRPs (Conference Room Pilots) thru Deployment and Production Support.  For a provider of mobile network hardware and software technology solutions such as the unique LTE nNodeB, the focus was on implementing an ERP, CRM and Adaptive Planning product solution to establish best operational practices, improve efficiencies across functional areas, and provide senior management with BI and Dashboard reporting mechanisms to transform and grow business.  For a radiation detection and monitoring corporation offering products and services in 5 areas: Health Physics (Radiation Detection and Protection Instruments), Radiation Monitoring Systems (In-Plant and Safety Monitoring Systems), Imaging Systems (Cameras for Extreme Environments), Dosimetry Services (Radiation Monitoring Services), and Sensing Systems (Nuclear Reactor Sensing Stems) within the nuclear power plants, military and civil defense agencies, hospitals, universities, national labs and other specialized technology industries. Microsoft Dynamics AX implementations focused on delivery ERP/CRM solution for entities in North American, Europe, and Asia with project teams working around the world.  For an aerospace and defense corporation serving multiple technology markets including deep-water oil and gas exploration and production, oceanographic research, air and water quality environmental monitoring, factory automation and medical imaging, my responsibilities were to provide Advisory PM expertise for existing AX 2012 R2 installation and system configuration involving ~40 corporate entities. Provided recommendations regarding PM and Quality Management oversight, audit and documentation activities for system assessments of configuration setups.  *Technical Summary: Microsoft Office 2013, Microsoft Project Professional 2013, Visio Professional 2013, Microsoft Dynamics AX 2012, Microsoft Dynamics CRM, Lync Meetings, Data Migration SCI tool, Adaptive Planning Reporting, FieldOne SKY Field Services modules, Lifecycle Sciences.*  **Edgewater Fullscope 2013-Present**  **Senior AX 2012 Project Manager**  Responsible for planning and managing the mobilization of projects delivering Microsoft Dynamic AX 2012 Solutions for two medical device corporations with budgets >$1M, which involved working with the Business Development Pre-sales team, setting up and initiating AX Implementation teams for the mobilization and delivery of AX 2012 solutions using the EDGE Project Management Methodology. Business process focus during these projects center on the following:   * Order-to-Cash * Plan-to-Produce * Procure-to-Pay * Record-to-Report * Human Resources Management * Electronic Signatures * Corrective Actions & Preventative Actions   Major milestones for both projects consisted of completion of Analysis phase, Design phase (and CRP1), Development phase (and CRP2), Deployment phase (and CRP3 / GO LIVE Readiness Assessments), GO LIVE event, and the Operational phase (with GO LIVE Support and the official hand off to Customer Care – Production Support).  Involved with setting up and scheduling training for DEV group (DEV 1, 2, 3, 4, AX Reporting, App Integration Framework, Enterprise Portal DEV, and AX Admin). Dealt with regulatory and compliance requirements such as the CFT-21 Code Federation Regulations – Section 21 – Part 11 as well as the Sunshine Compliance Act. Third parties engaged during these projects included: BlueStar, Data Masons, and Avalera just to name a few. Conducts project planning and organization workshops with clients to review aspects associated with each phase of project, develop and refine project plans, re-visit SOWs discussing processes and procedures associated with Data Operations Migration, CRPs, and Scope/Change Management, training schedule, set up project work centers, set up workshops, and initiation budget vs. actual financial reporting.  Other responsibilities include work for internal projects supporting the project management maturity of the organization such as writing a Quality Management Plan for a client in the food processing industry which became a standard template for the EDGE Project Management methodology, updating the project work plan standard template, and development of a user guide for EDGE Performance Tool.  *Technical Summary: Microsoft Office 2013, Microsoft Project Professional 2013, Visio Professional 2013, Microsoft Dynamics AX 2012, Lync Meetings, EDGE Performance Tool, EDGE PM Methodology.*  **Advanced Business Systems 2013-2013**  **Project Management Office/Leadership Team, Senior Project Manager**  Member of Corporate Leadership Team engaged in managing a portfolio of projects within the Project Management Office focused on delivering Microsoft Dynamic Navision Solutions. With an eye on driving results and delivering solutions to address client needs, responsibilities include ensuring Microsoft SureStep Project Management Methodology was followed providing consistent process of delivery through:   * Product Solution Diagnostics & Discovery * Product Scoping and Identification of Customizations * Product Configuration * Key and End User Training & Development * Quality Assurance Functional Testing / User Acceptance Testing * GO LIVE Prep and Implementation * Transition to Production Support   ERP modules installed: General Ledger, Accounts Payable, Accounts Receivable, Fixed Assets, Manufacturing, Warehouse Management & Distribution, Job Cost, Human Resources & Payroll, Service Management, and Point of Sale functionality. Industries served during my tenure: Manufacturing - Process and Discrete, Wholesale Distribution with full blown shipping, email notification, credit card processing, EDI and manifest uploads to UPS and FedEx, Oil Field Service Companies, Specialty Contractors, Retail Establishments, Hospitality Industry, Sheet Metal Fabrication, Fabricators including Job Shops, Rental Equipment Companies, and Not for Profit and Governmental Agencies.  Successfully project managed 6 clients through GO LIVE implementations some manufacturing-centric at different stages of delivery process while kicking off 2 other client initiatives with both focusing on upgrading to Navision 2013 and one adding customizations relative to profitability analysis, lead time calculations, plate maintenance, impression quality, FedEx/UPS Integration, Melissa Data, Customer Pricing improvements associated with GL, Sales, Purchasing, Cash Management processes. Responsible for monitoring and controlling ~ 15 projects and mentoring other project managers and team members. Managed internal process improvement initiatives ranging from completing client overviews, writing blog entries, updating/refining PM templates, Nashville move to testing and upgrading CRM-Project Assistant from v16 to v18, transitioning client project plans into Project Assistant and refining internal client engagement process via business process mapping techniques.  Customizations are as varied and numerous as clients and industries served, but some examples consist of modifying Merge Item Routine, deleting Old Sales and Purchase Documents, adding Quantity and Bin Location for new locations, modifying Sales/Purchase Lines of Type Item, Rental and Sales Documents, refining Monthly, Fixed Day and 30 Fixed Day billing cycles, adjusting Workshop Orders Form to track Service Type and Work Type Codes, Workshop Orders Documents, Item Dimensions, Quantity Received, and automating standard Text values to the Sales Documents when Releasing.  Add-ons to implementations I’ve worked on include, but are not limited to, the following: Lanham E-Ship, Lanham EDI, Lanham Credit Cards, Lanham History Management, Jet Reports, Expandit Client Management Utility. Integrations have included on FedEx/UPS related as well as advanced forecasting and reporting analytics.  ***Technical Summary****: Microsoft Office, Microsoft Project Professional, ProjectAssistant, Microsoft Dynamics CRM 2011, FileZilla FTP Client, Visio Professional, Microsoft Dynamics Navision 2013, Microsoft Security Essentials, and GoToMeetings.*  **Intercontinental Hotel Group (IHG) 2012-2013**  **Senior Agile Project Management Executive/ Coach**  Member of Agile technology management team delivering solutions designed to maximize global agility for business partners and (9) nine associated hotel brands in over 100 countries. Utilized Agile methods and techniques to achieved high visibility, transparency and accountability across delivery teams, as well as with business partners and internal/external stakeholders. Charged with transitioning project teams into Agile process rhythms to improve revenue projections for IHG hotels operating and supporting multiple applications performing sales, forecasting, revenue management and business planning functions.  Provided consistent leadership spanning several business areas managing resources, schedules, financials, and quality control checkpoints through full application software development life cycle utilizing IHG Way of PM, PMI’s PMBOK (Project Management Body of Knowledge) and Agile’s best practices. Worked with the business to identify risks, issues and to ensure successful product delivery and deployment of planned and unplanned releases enhancing IHG’s business planning approach and consolidating fragmented applications by leveraging best functionality for unified, scalable hotel tools. Contributor to IHG’s PMO delivery approach in regards to Agile methods and best practices supporting global applications and increasing support for hotel performance utilizing streamlined processes worldwide. Responsibilities include mentoring and coaching teams through Agile process rhythms:   * Budget Management - ~ $2M * Strategic Planning and Road mapping * Product Backlog Grooming {Strategic/Release/Iteration (Sprint)} * Release Planning * Iteration (Sprint) Planning * Daily Scrum (Standups) * Iteration (Sprint) Review and Retrospective   ***Technical Summary****: Microsoft Office, Microsoft Project Professional, Rally-Agile/Scrum, HP Quality Center, CA Clarity PPM/Open Workbench, Google Docs/Mail, Visio Professional, Fieldglass, Merlin.*  **OmniVue Corporation 2012-2012**  **Senior Agile Project Management Executive**  Member of executive technology team delivering enterprise solutions designed to maximize agility for client business operations and processes which boost productivity, efficiency and profitability. Responsibilities include, but are not limited to managing multiple product implementations of AX, NAV, GP, CRM, and Microsoft Sharepoint in a variety of industries associated with Food and beverages, Paints and coatings, Specialty chemicals, Bulk-drug pharmaceuticals, Textiles, Automotive, Computer Technology Products, Gas and Oil. Full implementations and upgrade requirements focused on modules having to do with General Ledger, Accounts Payable, Accounts Receivable, Fixed Assets, Manufacturing, Warehouse Management & Distribution, Job Cost, Human Resources & Payroll, Service Management, and Point of Sale functionality. Additionally, oversight activities include financial analysis and reporting of financial budget vs. actuals, mentoring and coaching teams in both Microsoft SureStep and Agile project management methods and techniques as well as Business Development Pre-Sales meetings with prospective clients.  ***Technical Summary****: Microsoft Office, Microsoft Project Professional, VersionOne Agile.*  **Stratix Corporation 2011-2012** |
| **PMO Agile Project Manager/ScrumMaster** |
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Reported to Director and VP of Enterprise Delivery Solutions within the software development division, my responsibilities included working with high performance Teams, MVP Product Strategy Stakeholders/Owners, and CTO to make business-critical data available anywhere, any time it's needed for national and international clients by delivering end-to-end enterprise mobility solutions that enable customers to drive efficiency, competitiveness and achieve customer satisfaction. Agile Rhythms and focus areas managed:

* Agile Project Management / PMO
* Product Strategy Planning
* Iteration (Sprint) Planning
* Iteration (Sprint) Daily Standups
* Iteration (Sprint) Reviews
* Iteration (Sprint) Retrospectives
* MVP and Client Product Demonstrations
* Client Relationship Management
* VersionOne Administration
* Quality Assurance – Application Testing

***Technical Summary****: Microsoft Office, Microsoft Project Professional, VersionOne-Agile/Scrum, Microsoft SharePoint 2010, Visio Professional, Daisy, Jira-Bug Tracker, Squirrel SQL.Client, Window SharePoint Services.*

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| **Gray Capital** |  | **2010-2011** |
| **Program/Project Management Consultant** | | |

Reported to CEO and responsible for managing the development process for corporate e-commerce website initiative and marketing campaigns for an entrepreneurial corporation that included coaching, training, and development of individual and group business investors programs on how to buy profitable businesses, and secure capital needed for sustainability, growth and expansion. Focus areas included:

* Managing and tracking of Product Backlog components & Sprint Backlogs for Website Development activities
* Tracking and reporting progress made by implementation teams using Agile methods/concepts
* Product Prototyping, Development, Delivery, Packaging & Marketing
* Internet Marketing/E-commerce development with Live Interactive Video Guides for various personas
* Customer Relationship Building & Database Development/Management
* Business/Trade Show/Live Seminar Planning & Management
* Vendor Identification, Selection and Management
* Marketing Research & Development for Program Campaigns supporting Annual Roadmap of Goals ‘n’ Objectives

***Technical Summary:*** *Microsoft Office, Microsoft Project Professional, VersionOne-Agile/Scrum, Microsoft SharePoint 2010, Visio Professional.*

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| **Cadillac Jack Gaming Entertainment Technology** | **2010-2010** |
| **Agile Program Management Consultant** | |

Reported to VP of Engineering and responsible for building cross functional relationships aligning functional goals and objectives with corporate strategies in developing engineering roadmaps and managing product release and iteration (sprint) schedules.

* Acted as Subject Matter Expert (SME) in providing direction regarding best practices associated with the SDLC (Software Development Life Cycle). Used Program Contracts, Charters, Requirement Specifications and other methods/tools necessary for managing national/international initiatives and tracking results;
* Encourage Agile/Scrum team collaboration across functional business lines to translate requirements into user stories for sprint and release planning, schedules, and set goals, objectives and expectations, eliminate technical debt, remove obstacles, resolve issues, mitigate risks; and manage/prioritize product backlog while developing ongoing solutions to improve quality and refine estimates in development efforts;
* Reported progress updates via Engineering Roadmaps for Hardware Development, Gaming Development, Sound Development, Animation Development, Jurisdictional and Compliance, Software Quality Assurance and Testing, Technical Writing and Training Development/Delivery; and
* Interacted with project and user teams as well as service organizations and implementation partners to manage scope, drive end results and increase revenues associated with product releases and SDLC.

***Technical Summary:*** *Microsoft Office, Microsoft Project Professional, VersionOne-Agile/Scrum, Microsoft SharePoint 2010, Visio Professional.*

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| **C3G Business Development / Sales Networking Group** | **2009-2011** |
| **Founder/Group Leader** | |

Established/Implemented operational functions and its supporting infrastructure for corporate meetings and special events including leading/facilitating presentations, representing C3G as public spokesperson in Atlanta and surrounding metropolitan areas, and acted as communications/public relations liaison between C3G and local community.

* PR Spokesperson for C3G on WACT-TV Atlanta Live, speaking to a television audience of millions regarding C3G, its mission and purpose within the community;
* Implemented over 25 networking and special events for professionals hosting monthly guest speakers;
* Established leadership team to support ongoing functions and operations to create awareness and provide support within the community; and
* Managed weekly communications and facilitated business networking opportunities with 500+ members since inaugural kick off with the largest and fastest growing industry networking group with C3G.

***Technical Summary:*** *Microsoft Office Suite, Microsoft Project Professional, Microsoft Powerpoint.*

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| **InTouch Ministries / FamilyNet Radio and Television Network** | **2007-2009** |
| **Senior Strategic Project Manager/Business process Relationship Manager** | |

Oversight/management of multiple large, complex enterprise project/programs, business process improvement, and customer relationship initiatives across multiple organizational entities and functional areas supporting the successful implementation of new applications and systems based on business and customer goals/objectives.

* Lead completion of Re-engineering efforts associated with Welcome Series Business Process impacting 60% of company’s monthly revenues;
* Orchestrated completion of JDE Edwards Financial Services Conversion, $300,000 project impacting two organizational entities involving division of roles, responsibilities and Sarbanes Oxley and PCI compliance regulations for segregation of duties;
* Accelerated completion of Martha’s Vineyard Inspirational Weekend with Dr. Charles Stanley, largest community outreach to the area in 5 decades;
* Lead completion of Donor Direct Studio Implementation Project Kick-off, impacting internal and external customer interfacing and revenue generating functions, obtaining final executive approval for enterprise-wide solution,
* Completed over 300 critical ‘end-to-end’ business processes, 30 projects, and 20 strategic programs.
* Tested Agile methods within isolated project teams,
* Mentored teams for large, complex enterprise-wide projects in PM best practices and standards to meet client expectations assuming leadership for the completion of targeted timelines, budget controls and quality standards. Successfully managed dependencies ensuring development activities are were on track and in compliance with various IT, security, regulatory and/or jurisdictional requirements. Demonstrated relationship management skills to effectively communicate the vision of the project and report on project/program status.

***Technical Summary:*** *Microsoft Office Suite, Microsoft Project Professional, Windows SharePoint Services, Project Web Access, Vision Professional, Donor Direct Studio CRM, Screen Capturing Software, Microsoft Publisher, Microsoft Powerpoint and JD Edwards Financials.*

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| **Project Process Solutions** | **1987-2007** |
| **President/CEO** | |

While partnering with Microsoft, built consulting practice resulting in six figure revenues first year via the oversight/business development and sales management of a broad range of multi-million dollar initiatives spanning multiple industries for corporations including, but not limited to, the following:

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| ***SunTrust Service Corporation*** | ***Cox Communications*** | ***State of GA-Dept. of Revenue*** |
| ***Federated Group-Macy’s*** | ***EShare Corporation*** | ***Coca-Cola Enterprises*** |
| ***Cingular Wireless*** | ***Equifax Credit Information Services*** | ***Prudential Bank*** |
| ***Nextel Communications*** | ***AllTel Communications*** | ***Attachmate*** | |
| ***Hilton Hotels*** | ***Delta Airlines*** | ***Aeronomics, Inc*** | |
| ***Oracle Corporation*** | ***AT&T Global Info Systems*** | ***BellSouth Long Distant Solutions*** | |
| ***ExcelleNet*** | ***UNISYS*** | ***AT&T Tridom-Satellite Communications*** | |
| ***Capital Gas & Oil Investments*** | ***Medquest*** | ***Atlanta Career Connections*** | |

* Managed large, complex program/projects/process initiatives for a broad range of industries;
* Mentored/coached/audited/monitored 39 project managers and 36 release managers and their teams (5 to 15 resources each);
* Designed/developed hundreds of project deliverables (project progress roadmaps, status communication and executive collaboration reports, project documentations, business process improvement reports and business relationship maps, program and release management deliverables, training presentations, process maps/procedures; and
* Wrote/published hundreds of enterprise intellectual property specific to implementations, including deliverables relative to SDLC, PMP, BPM, and EPM.

***Technical Summary:*** *Microsoft Office Suite, Microsoft Project Professional, Windows SharePoint Services, Project Server, InfoPath, CRM, SAP, Clarity, JD Edwards Financials, Peoplesoft, Oracle Reporting, Revenue Management System, Clarity, Vision, Primavera, RUP, Minitab, VersionOne, Avaya, Reservation Management System, PVCS Tracker, HelpStar Support Systems, Network Management and Control Systems, Asset Management and Inventory Control Systems, Process Continuum, RoboHelp, ForeHelp, and various custom software/hardware specific to client environments.*

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| **MCI Telecommunications, Inc.** | **1983-1987** |
| **Marketing Communications / Public Relations Manager** | |

Responsible for oversight and management of Southeastern Region’s advertising, marketing campaigns and reporting analytics for 9-state territory.

* Achieved 75% close ratio generating several million dollars in new account revenues;
* Managed/mentored promotional project teams for 9-state territory involving multiple branches;
* Planned/implemented internal/external sales promotions, trade show events and customer campaigns;
* Developed hundreds of commercial deliverables for marketing and technical communication deliverables for product and service offerings;
* Wrote marketing communication materials (press releases, product briefs, and marketing analysis reports).

***Technical Summary:*** *LotusNotes, Macintosh System and desktop publishing applications.*

**Professional Training & Certifications**

ITT Technical Institute: Class of 2014 – Graduated with Honors (GPA – 3.8) receiving Top Honors Scholar Award from the ITT School of Business in Technical Project Management with emphasis in Business Administration, Software Application Development Life Cycle, and Information Services. Member of Alpha Beta Kappa nominated by the ITT Academic Affairs Department for distinction in excellence, integrity and leadership; VersionOne-Certified Agile/ScrumMaster with emphasis in Product Road mapping; Value Train – Certified Six Sigma Greenbelt and LEAN Six Sigma Certified Professional; Georgia Institute of Technology: PMI’s Project Management Professional; Kennesaw State University: English and Scientific Technical Writing; Oglethorpe University: English, Philosophy and Marketing; Art Institute of Atlanta – Graduate 1983: Visual Communications; Bauder College – Graduate 1981: Communications/Design and Illustration.

**Interests**

* **Philanthropic:** Giving back and providing support to the community
  + Cancer patients and survivors
  + Empowerment of children
  + Healthy development / safety of young girls
  + Wellbeing of orphans, the elderly and widows
  + Women in business
  + Community Performing Arts
* **American Rhythm and International Latin Ballroom:** In 10th year of training
* **Culinary Arts:** Food for healthy lifestyles; Enjoy cooking instruction w/ local chefs and Chef Table experiences
* **Physical Fitness and Nutrition:** Participate in weight training and love fruit / veggie protein shakes
* **Entrepreneurial Interests:** Enjoy communications: writing, marketing, advertising, public relations, social media and special events. Have a creative interest in interior design and staging showcase and model homes. Additionally, enjoy finding unique products and services through the exploration of artistic ‘finds’ and/or creating revenue streams for producing products and services for strategic trending markets.