

Senior Project Manager, IT Senior Project Manager, IT Atlanta, GA Experienced Senior Project Manager with PMP and Scrum Master certification gifted at meeting tight deadlines, driving business opportunities and working well in team-based environments. Background in financial technology, healthcare delivery, and dedicated military service. Authorized to work in the US for any employer

Work Experience Senior Project Manager, IT Fiserv - Alpharetta, GA December 2018 to Present

Develop & execute effective project recovery strategies to minimize impact to projects in poor health status. Manage a diverse portfolio of complex projects with budgets totaling up to >500K for multiple lines of businesses including Data Center Optimization, Lending Services, Electronic Payments, and Financial Risk Management. Lead new product implementation for peer to peer and real time payment platforms. Serve as primary peer mentor providing guidance and coaching for new hire employees Provide executive level communications and presentations to convey project status, risks, and issues.

Staff Project Manager, IT Fiserv - Alpharetta, GA September 2016 to December 2018 Utilized business requirements to define project scope & objectives Led multiple projects simultaneously while aligning business goals with technology solutions. Ensured project deliverables meet quality standards and client expectations. Communicated project health status, risks & issues on a weekly basis to stakeholders & clients

Change & Release Manager Fiserv - Alpharetta, GA July 2013 to August 2016 Utilized business requirements to define project scope & objectives Led multiple projects simultaneously while aligning business goals with technology solutions. Ensured project deliverables meet quality standards and client expectations.

Communicated project health status, risks & issues on a weekly basis to stakeholders & clients

Program Manager, Accreditation & Regulation Kaiser Permanente Georgia - Atlanta, GA December 2008 to November 2012 Championed organizational compliance by promoting the adoption of and adherence to processes, policies, and standards mandated by the National Committee of Quality Assurance (NCQA) Managed and tracked organizational risks, opportunities, and quality improvement initiatives and programs Created executive level presentations and reports to facilitate project evaluation and process improvement outcome discussions Participated in external compliance reviews, audits, and surveys Served as regional liaison for external regulatory and

government audits and supported internal compliance projects and programs Provided expertise and translation of regulatory standards for department leaders and stakeholders Represented Governance and Compliance on internal cross functional teams and committees Education Master in Business Administration in Project Management InterContinental University Bachelor of Arts in Health Care Administration St Leo University Skills ServiceNow (4 years), Confident Communicator (10+ years), Microsoft Office Suite (10+ years), Risk Management (10+ years), Negotiation (5 years), Team Management (5 years), PMP (1 year), Waterfall (3 years), PM, Information Technology (6 years), SDLC, Servant Leadership (3 years), Microsoft Project (3 years), Word (10+ years), Outlook (10+ years), Scheduling (8 years), Customer Service, budget, Estimating Links <https://www.linkedin.com/in/monique-burt-91aa6ba3/> Military Service Branch: Air Force Reserves Service Country: United States Rank: Staff Sergeant June 1994 to June 2002 Certifications/Licenses ITIL v3 May 2015 to Present PMP March 2018 to Present Certified ScrumMaster (CSM) June 2019 to June 2023 Six Sigma Green Belt December 2016 to Present Assessments Project Management Skills: Time Management Highly Proficient August 2019 Prioritizing and allocating time to effectively achieve project deliverables. Full results: https://share.indeedassessments.com/share_assignment/je0g4mkegeypvcc Organizational Skills Expert August 2019 Arranging and managing information or materials using a set of rules. Full results: https://share.indeedassessments.com/share_assignment/bae8s-ri3m0boqey Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Groups Scrum Alliance June 2019 to Present Project Management Institute April 2017 to April 2019 World's largest project management organization. Toastmasters International January 2009 to December 2013 Empowers individuals to develop effective communication and leadership skills.

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