Digital/ IT Project Manager Digital/IT Project Manager Venice, FL Detail-oriented Digital/ IT Project Manager with more than 10 years of project experience, including business strategy, marketing and managing all project lifecycle phases on global enterprise software implementations.   PMP, Scrum Master and Lean Six Sigma Green Belt certifications   Extensive experience in Waterfall and Agile methodologies   Knowledge of ITIL service management Work Experience Digital/ IT Project Manager Jones Lang LaSalle - Chicago, IL March 2013 to Present   Interact with executive and senior level business and development managers, cross-functional teams, external consultants and vendors, and other project and product managers to successfully manage the overall planning, execution and delivery of projects, strategy and technical footprint.   Manage large, multi-team, multiple-workstream global enterprise software implementations and digital assets.   Create and manage project documentation, including project charters, strategy, software selection, vendor/consultant selection, project plan and subsidiary plans detailing requirements, goals, objectives, scope, implementation process, deliverables, milestones, timelines, work breakdown structures, integrations, communications and change management guidelines.   Receive, document and review change requests to determine impact to scope, scheduling and budget of current project and future technical strategic goals.   Participate in daily Agile development scrum calls to determine impact to project status.   Track project status, facilitate status meetings and maintain status reports.   Manage internal resources and third party consultants and vendors.   Create quality assurance documentation and test scripts, reporting issues to development team, consultants and vendors for resolution.   Collaborate with development teams, consultants and vendors, software product managers and global digital marketing teams to verify design and development fulfill project requirements.   Manage global digital project team activities required for localization of digital assets.   Proficient in MS Office programs and project planning software. Manage domain registrar, interacting with server engineers when necessary.   Projects   Digital Transformation Project: A multi-million dollar, senior level, global project featuring redesigned corporate websites and Adobe Enterprise Manager software implementation.   Visual Identity Redesign: First phase of Digital Transformation project implementing corporate rebranding initiative

with a global, multisite/multi-language corporate website homepage redesign. Logo Redesign: Implementation of rebranded corporate logo across enterprise digital ecosystem, including corporate websites, property websites, blogs and marketing automation templates. Oracle Eloqua Marketing Automation Platform: Instance consolidation and Contact Level Security feature implementation, consolidating two pilot instances into a single, global, enterprise instance. Property Platform Tablet/Mobile Channel Rollout: Coordinated launch schedule of tablet and mobile channels of proprietary, global, enterprise, multisite/multi-language property software. Website Redesign Rollout: Participated in pre- and post-launch testing of global, enterprise, multisite/multi-language, corporate websites on Microsoft SharePoint 2013 software. Project Manager Foundation648 - Indianapolis, IN August 2011 to November 2012 Managed a variety of new development and Web enhancement projects, including mobile application and responsive design. Created agendas and led client, developer and 3rd party vendor meetings. Created and managed project schedules to adhere to approved contract and client expectations. Created daily reports using Central Desktop project management software. Conducted interviews with key stakeholders and provided documentation detailing assessments. Managed changes to contracts and modified schedules to include approved changes. Created CMS architecture and performed content migration in accordance with sitemap and design. Performed Quality Assurance prior to User Acceptance review. Documented and tracked User Acceptance results. Provided client training and assistance in CMS as well as XHTML compliant formatting. Managed client requests and developer activities using Central Desktop. Created and implemented Test Case and User Case Templates, as well as Change Request document and tracking log. Web Site Administrator/Editor Academy of Nutrition and Dietetics - Chicago, IL March 2006 to August 2011 Significant involvement in a comprehensive Web site renovation initiative from planning to launch including vendor selection, redesign strategy and approval, establishment and approval of all information architecture aspects, content development, 10,000-page migration to Ektron CMS, keywording and conversion to XHTML compliance. Significant involvement in the creation, launch and maintenance of Kids Eat Right Web site. Led the development, implementation and production of

Kids Eat Right weekly email campaign. Coordinated and executed architectural modifications to page and section presentations of the five mini sites, including implementation, navigation, content development and maintenance. Led the development and implementation of Lyris Integrated Digital Marketing Enterprise with the SQL server database. Managed broadcast email system, including scheduling, modification of existing templates, creating emails in plain text and HTML format. Provided statistical analysis of emails (sent, delivered, opened, click-through) to email requestors. Managed webinar conferencing, including license distribution, technical support for host and attendees, and post-webinar follow-up and account reports. Translated MS Word documents to XHTML format to conform to page layout and approved standards. Provided training and assistance to content contributors in Ektron CMS functionality. Provided training and assistance to end users in Google Analytics Web site tracking system. Initiated and provided administrative training for specialty-group Community of Interest Web sites. Revised the Academy's Web Style Guide for distribution to content contributors. Education Bachelor of Arts in English Georgia State University - Atlanta, GA June 1994 Skills Digital Marketing, Google Analytics, Microsoft Office, Project Management, Project Planning, Business Analysis, Strategic Planning, Scrum, Software Development Certifications/Licenses Project Management Professional (PMP) November 2014 to November 2020 Certified Scrum Master (CSM) July 2019 to January 2021 Lean Six Sigma Green Belt January 2013 to Present

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