Consultant Consultant Project Management Professional El Segundo, CA Jennifer is a results driven Project Management Professional (PMP) with more than 8 years combined IT & SQA experience providing leadership and support in all phases of SDLC utilizing Waterfall, Agile, and hybrid methodologies. Highlights include: Proactive interpersonal communicator who relates effectively with customers, stakeholders, the project team and all levels of management Brings a strong understanding of Project Management/ PMO Best Practices and Software Quality Best Practices Proven ability to manage multiple projects from initiation through closure in a fast-paced, time-sensitive and fluid environment with critical emphasis on quality Ensures project success through effective planning, timely and accurate status reporting, and risk management Intuitive and decisive servant leader who successfully guides high-performing teams through changes and improvements Work Experience Consultant Image Solutions via Robert Half January 2019 to July 2019 IT Project Manager Pancreatic Cancer Action Network (PanCAN) May 2016 to October 2018 Created efficiencies by implementing a DevOps strategy that reduced deployment times by 90% resulting in a 20% cost savings Initiated a Quality Assurance Process and provided training to streamline testing, tracking and managing SDLC in JIRA Developed helpdesk metrics and KPIs to support organizational Balanced Scorecard Initiative Managed IT Portfolio of projects, some examples include enterprise WebEx implementation, enterprise laptop upgrade from Windows 7 to Windows 10, Raiser's Edge and Financial Edge applications upgrades Served as the primary point of contact between IT and Scientific & Medical Department, supporting mission-critical projects including the Patient Registry, Clinical Trials Management System (CTMS) database, the Clinical Trial Finder (CTF) website, and the PurpleStride website Successfully coordinated the software development activities of an external Project Team to successfully deliver mission-critical software projects within agreed scope, schedule, and budget Project Test Coordinator DirecTV October 2013 to December 2015 Managed multiple projects that were key in supporting organizational change and successful integration with AT&T for a smooth transition through the $67 Billion merger Drove the timely resolution of defects and blocking issues through facilitation and leadership of troubleshooting sessions with the cross-functional team Identified process improvements by

conducting and documenting lessons learned sessions at each project phase gate and at project closure Controlled the project budget by tracking LOEs (Level of Effort) in Clarity and reporting in weekly status reports Prevented scope creep by closely monitoring the Change Control Process and communicating agreed upon scope Supported Senior Project Managers on multiple projects from initiation through closure as the primary Point of Contact between SQA and PMO. One of the many projects successfully deployed was forecast to provide ROI of $1.4 Million over 3 years (2015 - 2018) Ensured alignment between SQA and PMO by providing daily/ weekly status updates that effectively and accurately communicated critical project information such as milestones, risks, issues and overall status SQA Project Test Lead Hospira July 2010 to October 2013 Managed process improvement projects to ensure the Pharmaceutical and Medical Device Company was positioned to meet long-term strategic objectives and adherence to compliance in a heavily regulated industry Analyzed Audit Reports and originated Change Requests in partnership with SQA and the Quality Manager for resolution of CAPAs (Corrective and Preventative Actions) to address Audit findings Served as the primary point of contact between SQA and the Quality Department on special projects initiated to address Internal Audit findings Reviewed quality documentation to create and revise Standard Operating Procedures and Technical Manuals that ensured compliance with ISO 9000 Quality Management standards Led the transition from Waterfall to Agile SDLC, and conversion from DevTrack software to the JIRA platform Managed a cross-functional team of Software Quality Engineers over various SDLC projects testing proprietary Medical Device Software systems and applications as part of the FDA 510(k) submission process Inspected defect reports to ensure content, test evidence and artifacts were properly documented and maintained in compliance with Quality Best Practices Planned, implemented and enforced all processes associated with testing and documentation ensuring compliance with the Quality Organization and FDA standards Lead weekly status updates with offshore resources, collaborated with offshore teams to plan and coordinate concurrent testing activities encompassing multiple software projects Education Bachelor of Science in Business Administration/ Finance California State University Skills Jira (8 years), Rational (2 years), Ms access (Less than 1 year), Sql server (2 years), Mysql (1 year), Oracle (2

years), Postgresql (Less than 1 year), Sql (2 years), Ms project (3 years), Visio (8 years), Sharepoint (6 years), Netsuite (Less than 1 year), Excel (10+ years), Powerpoint (10+ years), Word (10+ years), Photoshop (2 years), Invoicing (9 years), Quickbooks (9 years), Adobe photoshop Certifications/Licenses Project Management Professional (PMP) December 2015 to December 2021 Agile Certified Practitioner (PMI-ACP) February 2018 to February 2021 Additional Information Skills Project Management: MS Project, Jira, Basecamp, Smartsheet, Liquid Planner, Clarity, SharePoint, Pivotal Tracker Microsoft: Word, Excel, Visio, PowerPoint, Office 365 Additional Software/Tools: WebEx, Adobe Photoshop, DevTrack, Spiceworks, HP Quality Center, Microsoft Visual Source Safe, QuickBooks, Web Invoicing, Raiser's Edge, NetSuite, Freshdesk Databases: IBM Rational DOORS, Oracle, SQL & PostgreSQL, MySQL, MS Access, SQL Server,

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