

IT Project Manager IT Project Manager IT Project Manager - Liberty Mutual Insurance Portsmouth, NH Work Experience IT Project Manager Liberty Mutual Insurance July 2013 to Present Proven project manager with experience leading all phases of diverse projects with costs of up to \$1M; academic specializations in Information Systems and Economics. Plan and manage enterprise-wide projects to align business goals with technology solutions. Champion creative and innovative thinking to develop new capabilities and process improvements. Diverse technical knowledge; lead complex IT initiatives that range from operating systems to security platforms to networking. Provide status updates on a weekly basis on the progress of all projects. Present project status reports to market CIO on an as needed basis. Create project documentation such as project plans, schedules, statements of work, and scope. Verify that efforts have been appropriately resourced and task item ownership is clear. Work with outside vendors for proof of concepts and professional services. Projects and Achievements Agile: Agile coach for Windows 10. Providing advising and coaching to more experienced project managers/ managers/ directors. Team member of an infrastructure agile transformation group aligned to bring agile best practices to the organization. Responsible for the collection and consolidation of knowledge relating to product ownership. Innovation: Created and pitched an idea for new claims process using remote sensing. Gained executive support of CTO and Market CIO's for small POC/ testing. Winner of 2nd place for Liberty Mutual Ignite Hackathon out of 65 teams. Served as software developer, outside normal job duties of project management. Software Development: Currently creating an MVP for an internal project management application using Ruby on Rails, HTML, CSS, and MySQL. Version controlled by Git and production version hosted on Heroku. Conducted interviews with customers to identify their pain points and prioritize features based on value to the end user - "Voice of the Customer". Wrote and prioritized user stories to empathize with the end user's needs. Moved stories through Kanban board as work was completed. Call Center Technology: Currently leading a \$1M workforce management software upgrade involving multiple business units and outside vendors. Reduced timeline by negotiating project strategy and resourcing with the vendor, saving a year's worth of labor at an estimated cost avoidance of \$300k. Network Technology:

Managed a \$250k software upgrade of critical network routers that was pre-work to a \$1M+ flagship initiative. Working with internal engineers and the vendor, executed the project on a timeline that would permit for a timely start of the Cisco Identity Services Engine implementation. Led support readiness of Cisco Identity Services Engine implementation which includes use case documentation of environment health monitoring, vendor onboarding, and IT Help Desk endpoint remediation. Led the implementation of NetScout Infinistream network monitoring tools for 10 premier call center offices allowing for additional insights into Liberty Mutual's network performance. Operating System Upgrade: Planned and executed a "Preview" for early adopters and evangelists of Windows 10 with the inclusion of senior leaders and executives up to the CIO level. Currently leading Windows 10 team through Scrum ceremonies such as sprint planning, backlog grooming, sprint review meetings, and retrospectives. Presently managing the testing and sign off of all enterprise security applications for Windows 10, ensuring that all software functions as expected within the new operating system. Workload Automation: Orchestrated the software upgrade of 1000+ ESP job scheduling agents across multiple business units. Led a team of onshore and offshore resources, delivering a new and more stable version of ESP which reduced business rework. Server Migration: Led the work of multiple server migration events, moving servers from a legacy network architecture onto a new fiber network. Education Bachelor of Science in Management Information Systems Rochester Institute of Technology May 2013 International Business Rochester Institute of Technology March 2012 to May 2012 Links <http://Linkedin.com/in/nvanstrijp> Additional Information Skills Project Management - User Research & Interviews - Presentation - Facilitation - Team Leadership Requirements - Agile - Waterfall - User Stories- Market Research - Prioritization - Ruby on Rails

Name: Morgan Golden

Email: smithwilliam@example.org

Phone: (978)926-4116x46284