

Director of Engagement Management Director of Engagement Management Sr Engagement Manager - Professional Services Director Austin, TX Authorized to work in the US for any employer Work Experience Director of Engagement Management CDS Global - Austin, TX January 2018 to Present Responsibilities: Leading business and development units for delivery of Consumer Marketing Platforms. Recovery of critical programs driven to delivery. Development of career pathing for junior level staff. Provide strategic advisory services to Executive Management Implementation of project accounting platform for billable professional services. Initiated first Professional Services Unit in company history. Advisory Strategist Simplus - Salt Lake City, UT September 2017 to January 2018 Responsibilities: Leading and delivering a strategy engagement including oversight and responsibility of other team members, ensuring high quality and on-time delivery of client outputs; Assist clients as a trusted advisor to drive value of Clients CRM programs. Conduct executive interviews to assess leadership expectations on CRM program specific to overall goals, objectives and expected business outcomes. Identify strategic opportunities and recommendations to accelerate a client's success of their CRM program. Apply design-thinking and solutioning techniques to analyze and synthesize complex information. Support Technical Architect and Solution Architect in solutioning business capabilities and developing future state technology architecture and design of the CRM program. Develop compelling business case presentations and delivery plans outlining a delivery plan for for a customer's CRM program. Manage scope and client expectations of strategy engagements. Advises customer on leveraging industry and CRM best practices necessary to address complex business issues. Enterprise Delivery Program Manager Advanced Technology Group, Inc - Overland Park, KS September 2016 to August 2017 Responsibilities: Primary point of contact for all assigned projects with responsibility for project deliverables, goals, and quality. Duties involve exercising project control to efficiently task and manage internal and external teams, contain scope and execute change requests as necessary, and identify and mitigate risks to the project. Juggling multiple fast-paced customer CPQ/CRM/Billing cloud implementation/integrations/transformations of various sizes, delivering projects using ATG's methodologies and governance practices.

Accountable to manage project scope and execute appropriate change requests in addition to managing project financials including revenue forecast, project margin, resource allocation and utilization. Driving project schedules, anticipating risk and variance, cost containment and disruption handling, managing all project resources, and project communications. Manage relationships throughout the customer organization including all project team members, business contributors and stakeholders, and executive management.

DIRECTOR IT PMO QC Holdings Inc
June 2016 to September 2016 Responsibilities: Oversight and Management of complete IT Delivery Portfolio Define, Develop and Implementation of Project Management best practices Responsible for contract negotiations reducing vendor expenses by 25% across portfolio resulting in a saving of over 100k in 3 months. Managed Change Control Board consisting of Marketing, Accounting, IT, HR, Collections, Operations and Support Development of contract PM staff for App Dev and Infrastructure projects Implemented Agile/Scrum practices for DevOps delivery Enterprise Program Manager Waddell & Reed May 2013 to June 2016 Responsibilities: Managed Enterprise level programs responsible for deployment/integration of third party Compensation system (Cloud) (5m), Advisor Licensing Systems (Cloud) (10m) and Investment Accounting platforms (Hosted) (10m) Chaired Executive steering committee with oversight of Advisor Ops, Finance, Legal, Sales/Marketing, Compliance, Licensing, Human Resources and IT Coordination of project resources provided through multiple vendor supplied SOW's spanning Dev, BA and QA Integration of legacy systems to SaaS solutions while focusing on improved process focusing on quality initiatives. Blending of Agile, Kanban, and PMBOK methodologies into deployment program Responsible for identification/facilitation of Business and Technology objectives/requirements for program delivery spanning multiple business units Implemented the conversion of over 1200+ legacy DB2 applications to midrange platforms Direct Resource Management of 4 PM's, 4 BA's, 2 DBA's, 2 DA's and 10 member Dev. team

Deputy Program Manager PMO USDA/FSA/PMO
October 2012 to May 2013 Responsibilities: Managed deployment of Data Warehouse (Oracle Cloud) as part of legacy Mainframe migration Provide PMO guidance to USDA/FSA Enterprise Program Management Office Oversight of report development from Hyperion 8.5 to Oracle EPM 11

Presentation and incorporation of Federal Analytics for executive stakeholders Initiated OBIEE report enhancement demonstration for Federal clients nationwide Project Manager JPMorgan November 2009 to October 2012 Responsibilities: Clearly defined criteria of success for programs and projects across multiple business unites, spanning Legal, Complaince, Accounting and Operations Proactively managed 40 + Client Service Managers to achieve tight deliverables Provided project management for implementation of improved workflow solutions serving Operations, Legal and Compliance Orchestrated multiple software enhancements, training, documentation of testing materials, known issues, and testing practices Education Masters of Public Affairs in Public Affairs PARK UNIVERSITY - Parkville, MO 2012 Skills PMP, PMI, Project Management, Program Management Certifications/Licenses Salesforce.com Certified Administrator Present Project Management Professional (PMP) Present Certified ScrumMaster (CSM) Present Additional Information Budgeting Building Relationships Capacity Planning Cost/Benefit Analysis Cloud-based Tech Customer Relationship Management Daptiv PPM Software Developing Policies/Procedures Directing Evaluating Consumer Trends Forecast Modeling Full MS Office Suite Organizing PMBOK, SCRUM, ITIL and Waterfall Methodologies PMO Management Portfolio Management Project Management Resource Allocation Scope/Deliverable Assessment Strategic Planning Vendor Management

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