

Project Manager Project Manager Project Manager - Bank of America - GT&O (Apex Systems)  
Dallas, NC Work Experience Project Manager Bank of America - GT&O (Apex Systems) August  
2018 to Present Manage Workforce Management Optimization project Manage Service Delivery  
Framework Project Business Consultant Wells Fargo - ETR (TekSystems) January 2018 to August  
2018 Analyzed current data and reporting processes to make recommendations on streamlining  
Developed databases and other tools for reporting efficiency IT Project Manager Yoh IT June 2016  
to January 2018 Managed program that leveraged and deployed multiple technologies to create a  
complete mobile application delivery platform which: Developed the architecture behind mobile  
apps, simplified mobile app development as well as the troubleshooting and maintenance of those  
apps Installed Airwatch tunnel which was used to authenticate and encrypt traffic from individual  
applications on compliant devices to the back-end system they are trying to reach as well as provide  
a secure and effective method to use 3rd party mobile apps that access internal resources  
Installed JIRA as an agile methodology tool Implemented Aptelligent and Urban Airship Engage  
products to plug into the mobile framework tools and focus on mobile device testing. Installed Mac  
Mini X-Code Servers with Jenkins continuous integration platform Installed CA API Gateway  
needed for external API Managed POC to test installation of Hardware Security Modules  
Assisted with project management and Service Introduction for a Digital Process Automation Project  
utilizing the KAPOW framework Service Introduction Lead Yoh IT March 2015 to June 2016  
Created service design plans to transition Identity IQ/ID Manager (a new Identity and Access  
Management Solution affecting 50,000 end users) into a state of business of usual Provided a  
liaison point between the development/ project groups and production support, ensuring that needs  
and expectations are met by both sides Developed and managed Operational Readiness Testing  
approach, scripts and process Developed and refined project team support model and processes  
Developed, vetted and obtained buy-in of Operations Acceptance Criteria to ensure effective  
service readiness, knowledge transfer, documentation transfer and support staffing capacity  
Developed training plan, schedule, materials to ensure Support Team had knowledge required to  
successfully support the tool Ensured that the support organization could fulfill the contract and

meet the business expectations, defined in SLAs, particularly with regard to capacity and availability of services

Also assisted with Service Introduction for the Workday Implementation Project

Manager Bank of America - Identity and Access Management (TekSystems) November 2013 to March 2015

Led migration of 1400+ Enterprise and Legacy Merrill Lynch applications to the new SiteMinder R12 infrastructure

Led decommission of legacy SiteMinder infrastructure, 150+ servers

Managed \$5 million budget

Managed pre-deployment defects for SailPoint Identity IIQ implementation

Assisted other projects with process and project documentation

Project Manager Wells Fargo - ETR (TekSystems) July 2012 to November 2013

Led Windows 7 migration initiative for approximately ~600 machines

Led team in assessing an intranet site which will result in a site with clearer purpose, scope, and direction for site usage and will meet corporate efficiency objectives while minimizing resources

Assisted team in evaluating current and prospective workflow processes and tools in an effort to meet corporate efficiency objectives and minimize resources

Reporting Project Manager Bank of America - Legacy Asset Servicing (Data Inc.) November 2011 to June 2012

Developed processes that streamlined executive level initiatives within the newly developed Mortgage Legacy Asset Reporting & Analytics department

Managed feedback process to ensure intended results were achieved by gaining an understanding of regulations and policies relating to investor/insurer loan servicing

Developed processes to oversee development, execution, and ongoing management of monthly test results

Project Manager Wells Fargo - Brokerage (TekSystems) June 2010 to November 2011

Worked with business units to implement and manage updates to web-based financial advising portal applications through coordinated and off releases utilizing the Agile SDLC

Created Master Test Plans & test scripts and managed functional/regression testing, during the Unit, SIT, UAT phases of the project while utilizing Quality Center to house results

Assisted with oversight of the WebSphere App Server 7.0 upgrade

Project Manager Siemens Information Systems - ATOS (Indotronix) May 2009 to June 2010

Managed the virtualization and decommissioning of 400+ servers for a data center consolidation

Managed the Active Directory and Exchange upgrade initiatives, with budgets of \$900K

Project Manager Capital One Finance November 2008 to April 2009

Managed transition from Mercury

ClearQuest to HP Quality Center's defect management      Developed and implemented internal improvement processes for the reporting department Account Manager/ Project Manager Perks Inc March 2007 to November 2008      Managed the end-to-end process of the incentive programs web development projects from requirements gathering to implementation, with budgets of up to \$500K      Managed the customization of websites to meet client needs utilizing the Waterfall SDLC      Took a leadership role in mapping out and documenting improved processes between Program Managers, Creative, Development, Merchandising, and Customer Service teams Implementation Manager Xerox Document Imaging Services (Manpower) July 2006 to March 2007      Managed the end-to-end process of document imaging including the development of software that captured imaging data based upon customer requirements utilizing the Waterfall SDLC      Used Lean Six Sigma techniques to analyze document delivery, imaging workflow and scanning processes while suggesting and implementing improvement opportunities      Developed local marketing business plan to recruit new business through direct mail and referral campaigns Marketing Project Manager Advantage Communications, Inc November 2005 to July 2006      Established Project Management Office (PMO) within the organization      Managed the end-to-end process of marketing and public relations projects from requirements gathering to implementation, including budgets of up to \$300K      Created databases and processes to increase efficiency within the organization      Transitioned company from a paper-based timekeeping system to a web-based solution      Designed and executed unique, targeted marketing plans which included direct marketing, online marketing campaigns, direct mail campaigns within the banking, telecommunications, organ donation, education, religious and healthcare industries      Helped create and coordinate public relations and branding events two of which included Dr. Maya Angelou and Al Ashley as spokespersons      Assisted with the development of creative materials such as commercials and radio ads      Developed press releases and other agency communications      Skills Utilized      General Project Management:      Built credibility, established rapport, and maintained communication with stakeholders at multiple levels, including those external to the organization      Served as the control point for all requirements gathering and dissemination of information in matrixed organizations, including offshore teams, utilizing weekly

meetings and project updates    Ensured all milestones were met and maintained all documentation for project    Applied knowledge, skills, tools, and techniques to the full project lifecycle (definition, planning, and tracking) of project activities to meet and exceed stakeholder needs and expectations

Change Management:    Ensured change requests/requests for change were documented and assessed properly through the change management process including technical review and the change approval board    Worked with other LOBs to accommodate dependencies    Ensured that the changes were in line with Business Partner expectations    Business Analysis/Requirements

Gathering:    Determined the goals of the clients through multiple scoping sessions    Translated requirements into specified formats including Statement of Requirements (SOR), Statement of Work (SOW), Business Requirement Documents (BRD), process maps, etc    Ensured technical team

understanding of documentation and expectations    Documentation:    Assisted with the creation of the Statement of Work, Statement of Requirements, Business Requirement Document, Project and Deployment Plans, etc. as needed for each release    Developed daily, weekly, monthly, and custom reports including but not limited to: project budget, milestone reports, and resource usage reports

Updated Clarity, STAMP, Planview, SharePoint or other systems of record    Technologies &

Languages    MS Office Products, MS Project, MS Publisher, MindMapper, Dreamweaver, HTML,

Knowledge Link, Primavera, SharePoint, STAMP, Fiddler, Planview, Salesforce, SailPoint Identity

IQ Education Masters of Business Administration in Strategic Leadership Amberton University

November 2006 Bachelor of Business Administration in Management Information Systems

University of Arkansas at Little Rock - Little Rock, AR June 2004 Links

<http://www.linkedin.com/in/chlarissaharrison>

Name: Christopher Barnes

Email: tina23@example.net

Phone: (616)868-6001x893