

Engagement Manager, Client Delivery Services Engagement Manager, Client Delivery Services Engagement Manager, Client Delivery Services - TrueMotion ? Advanced level IT Project Manager with over 15 years of experience specializing in implementation of new technology applications, new program initiatives or special one-time-only projects ? Skilled at providing end-to-end management for large-scale implementations to B2B and B2C Clients ? Liaison between internal business and technical areas and client facing business and technical internal areas to achieve on-time, on-budget and on-spec project completions Work Experience Engagement Manager, Client Delivery Services TrueMotion - Boston, MA May 2019 to Present Assisted in jumpstarting the solution engineering team lead by and reporting directly to the Chief Product Officer, with a focus on extending the TrueMotion platform ? Owned the full product lifecycle, from initial customer contact, through planning, design, estimation, execution and delivery of the projects ? Worked with customer teams and associates to plan best onboarding and launch strategy ? Coordinated TrueMotion resources and third parties/vendors for the execution of projects ? Managed successful transition between sales process and project implementation as well as handover into customer operations after launch. Delivery Manager Client Services Implementations, Agero - Medford, MA March 2017 to May 2019 Lead project planning activities, tracked progress and communicated progress/risk within the organization ? Developed business and product requirements, including timelines and dependencies ? Conducted quantitative and qualitative research to identify end customer needs ? Managed cost, quality, delivery and responsiveness for vendor programs ? Worked interdepartmentally to implement new systems or processes and complete requests/updates to meet department needs and goals ? Provided leadership for departmental process improvement initiatives ? Managed implementation and development deliverables using a combination of Waterfall and Agile Methodologies supported by tools such as TFS, SharePoint, Salesforce, Postman, Trello ? Certified Scrum Master (SCM) from SCRUM ALLIANCE Technical Integrations Project Manager Karhoo Technologies, Ltd - New York, NY January 2016 to November 2016 Lead project planning activities, tracked progress and communicated progress/risk within the organization ? Developed and managed project plans, including schedules, resourcing, budgeting, and

communication to management and all relevant stakeholders ? Managed changes to the project scope, project schedule, and project costs using appropriate verification techniques ? Provided an analytical approach to new launches while replicating the product (verify projections, profitability, timing, etc. based on cross-functional knowledge and comparable situations) ? Performed risk management to minimize project risks, created and maintained comprehensive project documentation

**Client Project Manager, IPREO Private Capital Markets iLEVEL Solutions - New York, NY** May 2015 to November 2015 Drove successful implementations of the iLEVEL platform within market-leading private capital firms ? Engaged in dialog and discovery with clients to understand their current business processes ? Handled multiple client engagements simultaneously ? Work hand in hand with clients and iLEVEL team members to design, iterate and agree on new, transformed business processes ? Lead project team members to implement new business processes via the iLEVEL platform

**Technical Project Manager Vestmark, Inc - Wakefield, MA** April 2014 to May 2015 Responsible for all aspects of project and risk management for new client implementations, as well as project management for existing client production and maintenance initiatives ? Effectively managed multiple projects and resources with minimal manager oversight ? Drove project timelines, enforced scope, and identified and resolved issues as they arose ? Managed implementation and development deliverables using Agile Methodologies and tools (JIRA, Confluence) ? Ensured directed resources are effectively utilized, worked according to project assumptions and forecasts, and delivered efficient, high quality work ? Responsible for managing issues lists and communicating status to all levels of senior management on a regular basis

**Project Manager ClickSoftware, Inc - Burlington, MA** October 2011 to March 2014 Responsible for the successful implementation of the ClickSoftware Suite of products. ? Primary point-of-contact within Professional Services for all system related activities within a project including:

- ? Resource Management: Coordinating activities of the ClickSoftware project team and customer from project inception through successful completion
- ? Integration Management: Working with Solution Architects and end users to assist in the formulation of business requirements, creating initial project plan, monitoring the execution of various activities and coordination of changes
- ? Cost, Time,

Scope and Risk Management: Management and tracking of project budget, utilization and other project-related costs, tracking of resource scheduling and project time utilization, managing changes to project scope through a formal change management policy, identification, analysis and response to project risks

**Project Manager/ Process Analyst Global Partners, LP - Waltham, MA March 2010 to July 2011**

Worked effectively with business lines to identify opportunities to improve business processes and optimized value through the application of Lean Six Sigma, Lean Management and continuous improvement tools and methodologies

- Managed projects from beginning to end, including the development of full-scale project plans and managed all phases of a development life cycle, i.e., feasibility study, requirements, analysis, design, programming, testing and implementation
- Identified and evaluated inefficiencies within the current state business process and recommended optimal business practices, system functionality and behavior
- Responsible for creating business design documents and functional specifications for recommended solutions
- Created documentation to support the development and design system software and administration as well as test plans for quality assurance
- Effectively interacted with the organization to solicit ideas and turned business problems into viable Lean Six Sigma/business process improvement projects
- Responsibility for ensuring successful deployment of functional solutions

**Project Manager Ropes & Gray - Boston, MA July 2008 to February 2010**

Directed and managed multiple SDLC projects (over \$5MM) and completed largest initiative ahead of schedule and under budget

- Provided leadership on firm's Intellectual Property virtualization initiative leading to opportunities in the firm for follow on virtualization projects
- Set and continually managed project expectations, scope, goals and deliverables with team members and other stakeholders to assist those making strategic decisions regarding project priorities, staffing assignments and budgets

**Sr. IT Specialist/ Project Manager Raytheon Company - Billerica, MA April 2004 to July 2008**

Lead global enterprise wide business application initiatives from requirements definition to testing, training, deployment and support using SDLC Methodologies

- Certified in Raytheon Six Sigma and applied practice to analyze data for an objective assessment and define a more efficient end state solution
- Recipient of two project team achievement awards for success

Education MBA in Business Administration

Boston College - Chestnut Hill, MA Bachelor of Science in Computer Information Systems Bryant  
University - Smithfield, RI Skills PROJECT LIFECYCLE, ROLLOUT, REQUIREMENTS ANALYSIS,  
SOFTWARE DEVELOPMENT, BUDGETING

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