

SAP Project Manager SAP Project Manager SAP Pharma Project Manager - Cardinal Health Dublin, OH Authorized to work in the US for any employer Work Experience SAP Project Manager Cardinal Health - Dublin, OH Present SAP ERP software implementation and development project manager throughout complete SDLC Pharma Manager for financial teams: Rebates and Incentives (RNI) and Record to Report (RTR) Supporting project Design, Blueprinting, Build and Development scope and implementation. Successfully led Vistex SP5 upgrade into Production with Cutover, Deployment, and Hypercare Responsible for financial forecasts along with controlling planning, staffing, and budget Agile SAFe team lead working with Jira on Epics, Capabilities, Features in sprint environments Maintain Project 2016 plans, linking, resources, scope, cost, effort, and quality Work with multinational team members on PCR s, estimates, scope, and defects through HP ALM Responsible for \$10M budgets and financial forecasts. Systems Analyst U.S. Air Force / NSA - Harrogate, TN 1989 to 1993 Top Secret / SCI security clearance with FBI background check Data Intelligence Systems Operations using multi-platform hardware/software systems National security high level operational tasks with satellite communications Joint National Security Agency (NSA) / British (GCHQ) communication site Senior Project Manager Sykes Enterprises, Incorporated Deputy Director in call center operations with 700 FTE customer service representatives Generated all business reporting and budget forecasting to corporate and business partners(Bank of America, AT&T Mobility) multi-million dollar service/support contracts, annual contract review process, and re-design/re-negotiation efforts Direct accountability for all payroll, quality, and SLA metric compliance of both inbound and outbound service programs Maintained account financials through team utilization, optimizing staffing levels, and expense control. Project management including the use of best practices, project auditing, and other generation tactics Analyzed team and account performance on a regular basis, performed root cause analysis and developed action plans for targeted results Hired, interviewed, and trained site leadership including senior leadership Directed site planning and strategy for initial build out and ramp up Project Manager Kentucky Mortgage Delivered on all activities end to end including: strategy, finance, communications, sales, marketing, program creation, lender products and guidelines, as well as

on-site execution Relationship liaison between mortgage originators, financial institutions and 3rd party lenders Monitored lending activity through direct connection with loan department RESPA compliance for all loan files and regulatory audit coordination IT Project Manager Humana Team Lead Supervisor for one of the largest U.S. network operation centers Directly responsible for all network related activity including: troubleshooting, data backups, server rebuilds, conversions, network admin, anti-virus, digital data storage, and disaster recovery Project Manager for high level corporate projects including infrastructure design and implementation Managed 10 support technicians with additional oversight of 400 network servers IT Project Manager PurchasePro.com B2B project management consultant for hosted ecommerce marketplace software. Designed the contract terms and SLA which included specific deliverables, model pricing, and terms and conditions Product leadership while promoting/providing training on tools, resources, services and education Launched marketplace configuration, SDLC beta testing of solutions and services before deployment Project ownership consisting of scope definition, requirements gathering, resource coordination, documentation and issue resolution. Tracked project with Microsoft Project and Microsoft Office Managed work level prioritization, implementation, and client marketplace deployment Network Engineer Ashland Focused on improving technical services and support for IBM and propriety applications Group Project Leader for all system wide network installations and configuration support Developed detailed instructions for installing and configuring software, which drastically improved the installation times and simplified the process for inexperienced technicians Provided all level helpdesk support to PC, Mainframe, and NT/Novell environments Education Master's in Public Administration Eastern Kentucky University - Richmond, KY 2013 Military Service Branch: Air Force Service Country: United States Rank: E-3 September 1989 to September 1993 Certifications/Licenses Project Management Professional (PMP) Microsoft Certified Professional (MCP) Certified in Microsoft Project 2013

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