

IT Project Manager V IT Project Manager V IT Project Manager V - Bank of America Charlotte, NC

Work Experience IT Project Manager V Bank of America - Charlotte, NC 2019 to Present

- \* Create and deliver presentations and lead meetings with all staff, including executive leadership team.
- \* Blue Print software for user story generation to Jira
- \* Attend (JAD) Sessions
- \* Conduct Stand up meetings
- \* Manage Enterprise Technology Projects end to end.
- \* Direct Resources across organization and directly
- \* Under Confidential NDA on Project Casting Director, Business Intelligence, Tools, Metrics and Analytics Sitehands - Charlotte, NC 2017 to 2018

Operational Billing

- \* Direct the day-to-day activities in the Project Service Office (PSO) to ensure IT programs and projects meet organization goals and requirements. Implement and provides guidance related to PMO processes and policies.
- \* Oversee a departmental sub-function ( Project Service Office) within a broader departmental function (Client Delivery Services). Create functional strategies and specific objectives for the sub-function and develop budgets / policies / procedures to support the functional infrastructure.
- \* Lead the strategic function and processes for billing and revenue cycle.
- \* Develop business intelligence strategy and operation and determine source of truth for data, formulating dashboards, and analysis as needed to drive business and implementation.
- \* Steer roadmap efforts across the organization for test and optimization.
- \* Create and deliver presentations and lead meetings with all staff, including executive leadership team.
- \* Automated time entry against projects and capture of utilization for forecasting.
- \* Increased client response to 24/7 SOC.
- \* Helped facilitate manage Dev team and product Owners for platform.
- \* User story and epic generation and compliance and move into Jira
- \* Facilitate sprints for iterative development

Global Infrastructure

Project Manager JP MORGAN CHASE / SITEHANDS INC - Charlotte, NC 2017 to 2018

- \* Coordinated internal resources and third parties/vendors for the flawless execution of projects, managing budgets ranging from \$2M to \$50M.
- \* Ensured that all projects are delivered on-time, within scope and within budget, formulating project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility.
- \* Managed resource availability and allocation, developing a detailed project plan to track progress.
- \* Utilized appropriate verification techniques to manage changes in project scope, schedule and costs.
- \* Measured project performance leveraging

appropriate systems, tools and techniques. \* Fostered and developed positive and trust-based relationships with clients and all stakeholders as well as establishing and maintaining relationships with third parties and vendors. \* Performed risk management to minimize project risks. \* Created and maintained comprehensive project documentation. \* Developed spreadsheets, diagrams and process maps to document needs. \* Delegated project tasks based on junior staff members' individual strengths, skill sets and experience levels.

**Project Manager CAROLINAS HEALTHCARE SYSTEM - Charlotte, NC 2017 to 2017**

- \* Tasked with managing assigned project and key deliverables; responsible for being the primary liaison between the project stakeholders. Communicate on-going project status, potential issues, and timelines as required.
- \* Planned, organized, and managed all aspects of assigned retrospective, outcome, and prospective projects.
- \* Consulted with staff/leaders to coordinate training and monitor efforts, as well discuss noted findings.
- \* Managed over 100+ projects at the same time while managing high level projects from facilitation to upfit to technology development.
- \* Replaced outdated hardware that is vulnerable to virus that hit England's National healthcare system through the entire hospital system.
- \* Supported implementation of SharePoint site design and building for the PMO.
- \* Created the PMO office for the company.
- \* Facilitated move of two hospitals into the financial and clinical systems.
- \* Oversaw budget, vendor relationships and procurement.
- \* Led a FEMA relief program that involved sending technology to assist in Hurricane Harvey & Irma.

**Project Coordinator TIME WARNER CABLE 2012 to 2016**

- \* Provide oversight of various IT construction and network migration projects.
- \* Coordinate and manage project teams, overseeing all project functions, including scheduling, delegation of tasks, vendor relations, client relations, project planning, budget management and final delivery.
- \* Managing OSP to the DMARC at customer prem construction.
- \* Serve as the single point of contact for customers and internal departments, providing updates on project status, key issues and expectations.
- \* Align project strategies with business goals; define expectations and ensure compliance.
- \* Set-up and chair project review meetings and conference calls, working closely with clients and all business units.
- \* Support regional processes and standards, ensuring complete adherence from all project teams.
- \* Coordinate documentation and processes, including Service

Level Agreements (SLAs). \* Align Billing system with field engineering and service activation in ICOMS & CSG Billers. \* Prepare and distribute project status reports to management, making recommendations for changes and/or extensions as required to ensure project quality. \* Built and maintain strong relationships with project teams, fostering a positive work environment focused on enhancing performance, productivity, quality and efficiency Education MBA in Practical Project Management, Six Sigma Black LIBERTY UNIVERSITY - Lynchburg, VA MBA in Practical Project Management, Six Sigma Black UNIVERSITY OF MASSACHUSETTS - Lowell, MA Certification UNIVERSITY OF MASSACHUSETTS - Boston, MA Certification PIEDMONT COMMUNITY COLLEGE - Charlotte, NC Industrial & Systems Engineering AUBURN UNIVERSITY - Auburn, AL Skills Bi (Less than 1 year), Business intelligence (2 years), Css (Less than 1 year), Microsoft office (Less than 1 year), Ms office (Less than 1 year), Power bi (Less than 1 year), Python (Less than 1 year), Sql (Less than 1 year), Visio (Less than 1 year), Estimating, Scheduling, budget, Outlook Certifications/Licenses Scrum Master April 2019 to April 2022 I'd 699684 SMC

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