

Sr. Delivery Manager Sr. Delivery Manager Program Manager Charlotte, NC Certified Project Management Professional (PMP), Agile Scrum Master (CSM), and IT Infrastructure Library (ITIL) with expertise in people management, strategic planning, enterprise roadmap development, project portfolio oversight including project governance, project/portfolio prioritization, and portfolio reporting. Well versed in the development, refinement, and oversight of project methodologies, standards, templates, and tools. Authorized to work in the US for any employer Work Experience Sr. Delivery Manager Cloudreach - Charlotte, NC April 2018 to Present Manage large scale enterprise migrations of on premise infrastructure to AWS cloud and drive the integration and continuous deployment of micro-services to the cloud. Managed a team of 5-10 FTE resources including architects, developers, and QA. Served as a Scrum Master to evangelize and manage Scrum practices during the project and infuse Agile principles. Responsible for the financial management of the engagement and the client success including strategic and technical roadmap design to help identify and control risks, gaps and manage scope. Cultivate alliances with cross-functional teams to maximize resources and solidify deadlines. Drive Cloud feasibility and migration initiative across multiple application teams and functions Take ownership of the cloud services service level agreements between a cloud service provider and the customer which details the parameters of the cloud services to be provided Devise and align infrastructure and application programs and projects that deliver benefits and capabilities the business can utilize to sustain, enhance, and deliver value to the customer Resolve scope, cost, funding, schedule, quality, and risk impacts for efforts within the Line of Business infrastructure portfolio Communicate, influence and work with stakeholders and executives both inside and outside the company to ensure the broadest understanding and contribution to the cloud services strategy Communicate and report status to ELT, Directors, Managers and other stakeholders in a manner that reflects all activities within the Line of Business portfolio Lead and coordinate common program and project activities, such as equipment estimates, formalized vendor quotes, third party engagement request, financial burn down and procurement across portfolio components, programs and work phase Lead Agility Ceremonies including Planning, Backlog Grooming, Daily Stand ups, Scrum of Scrums, Demo Delivery, and

Retrospectives Continually seek and capitalize upon opportunities to increase internal client satisfaction and deepen client relationships

**SENIOR IT MANAGER/PROGRAM MANAGER** Total Wine & More - Bethesda, MD 2016 to 2018 Provided oversight and guidance to a team of 6 FTE, supporting key internal applications including HRIS, Finance, Accounting, Payroll, BI Tools, and Applicant Tracking. Development of PMO standards, templates, resource scheduling and adoption across the enterprise to facilitate and drive project initiation and financial tracking against CAPEX and OPEX budgets. Managed large scale end to end projects to migrate applications to the Cloud. Responsible for overall vendor management, pricing and contract negotiation for renewals and SLA/OLA development. Served as project leader for a wide range of concurrent highly technical cloud focused projects such as re-architecting and re-hosting, lift-and-shifts, hybrid clouds, full rebuilds, cloud native application modernizations, Big Data Migrations, DevOps transformations

Saved the company \$2.5M by migrating on premise applications to SaaS and PaaS and negotiation of optimized pricing for key MSP relationships Served as a lead to stand up a IT ARB Architectural Review Board to establish and promote architecture best practices and identify new applications to promote innovation across the enterprise Developed and implemented strategic plans company-wide to maintain and evolve systems, infrastructure, physical and virtual servers, enterprise applications, security, cloud, mobile initiatives, training and future growth to support the business objectives and success of the company Developed and cultivated partnership-oriented relationships with senior leaders and business leadership; working closely with these groups to understand operational constraints and drive projects toward optimized technical environments

Defined and implemented Cloud solutions that were integral to enable other emerging technology solutions across IT including Agile approaches, DevOps, and APIs Guided stakeholders through the consideration of complex cloud technology transformation strategies to build, transform and operationalize cloud capabilities into the new breed of customer experience based business models

**SR. PROJECT MANAGER/PROGRAM MANAGER** GE Corporate - Atlanta, GA June 2015 to November 2016 Envisioned product development for an automation software aimed at optimizing client data analytics, decision making and planning. Managed continuous projects through

completion ranging from \$1M-\$10M, and provided oversight to 10-20 FTE ranging from analysis, design, testing and enhancement of new modules in a client delivery environment. Partnered with Product Manager and Product Owner to align with Client software requirements and participated in the decoupling of software products to market. Collaborated with business, technology project stakeholders, and product managers to understand scope and business requirements to ensure design and implementation of technical solution meets business needs. Managed stakeholder expectations, communications, and coordinate deliverables between technology and business teams, inter-relationships and dependencies between multiple products, projects, and application, including multiple and often conflicting priorities and information. Partnered with Product and Technology Leaders on the end to end scaled agile flow with a focus on process optimization and measurable results. Addressed future business opportunities, value engineering and program/process changes. Established and stimulated software development standards and processes along with best practices for delivery of scalable and high quality software. Prepared lifecycle for different projects inclusive of research, development, design, evaluation, testing along with delivery to product management. Involved in strategic plans to accomplish technical as well as business with leadership chain, team and with customers.

**SENIOR PROJECT MANAGER/PROGRAM MANAGER** Macy's Technology - Atlanta, GA 2014 to 2015 Managed 5-7 concurrent projects in the application and infrastructure domains. Supervised 5-7 FTE including product owners, business analysts, QA and architects. Explicit responsibility for the release train for infrastructure programs across the retail enterprise including telephony, desktop solutions, performance monitoring dashboards, TDM to SIP conversion, virtual and physical server builds, Payment Card Industry (PCI) security zones, firewall updates and configurations, and data encryption. Monitored project costs, changes, risks, and timelines to facilitate communication, negotiation, and alignment across project teams. Served as key contributor to multi-site contact center and data center upgrade project designed to outsource Macy's credit services with more than 14 million accounts to Citi Financial. Controlled multi-million spend (averaging \$10M+) for MSP's that controlled software customization and server monitoring to enable Citi Financial associates

access to adequately service Macy's credit accounts Directed Product Owners to define and manage business partner requirements Facilitated negotiations and devised agreements with third party vendors, consulted with legal, and communicated outcome with Senior Leaders and other stakeholders Actively managed a critical path which allows for a line of sight into risk/issues before they have project/program impact Managed multiple environments including software, vanilla installs, VMs, custom software configurations both local and in remote locations Served as active point of contact for negotiating access agreements, establishing service level agreements, and ensuring contracts were in place to support the services and business units Sr. Project Manager The Squires Group - Washington, DC 2014 to 2014 Managed 5-7 concurrent projects in the application and infrastructure domains. Supervised 5-7 FTE including product owners, business analysts, QA and architects. Explicit responsibility for the release train for infrastructure programs across the retail enterprise including telephony, desktop solutions, performance monitoring dashboards, TDM to SIP conversion, virtual and physical server builds, Payment Card Industry (PCI) security zones, firewall updates and configurations, and data encryption. Monitored project costs, changes, risks, and timelines to facilitate communication, negotiation, and alignment across project teams. Served as key contributor to multi-site contact center and data center upgrade project designed to outsource Macy's credit services with more than 14 million accounts to Citi Financial Controlled multi-million spend (averaging \$10M+) for MSP's that controlled software customization and server monitoring to enable Citi Financial associates access to adequately service Macy's credit accounts Directed Product Owners to define and manage business partner requirements Facilitated negotiations and devised agreements with third party vendors, consulted with legal, and communicated outcome with Senior Leaders and other stakeholders Actively managed a critical path which allows for a line of sight into risk/issues before they have project/program impact Managed multiple environments including software, vanilla installs, VMs, custom software configurations both local and in remote locations Served as active point of contact for negotiating access agreements, establishing service level agreements, and ensuring contracts were in place to support the services and business units Education Master's in Public Administration Strayer University-Georgia - Atlanta, GA January 2005

to June 2007 Bachelor's in Business Administration University of Akron Main Campus - Akron, OH  
August 1996 to June 2000 Skills Program Management (10+ years), Project Management (10+ years), Cloud Computing (5 years), Management (7 years), Strategic Planning (10+ years), Budgeting (5 years), Business Analysis (10+ years), Change Management (8 years), Forecasting (8 years), Kanban (7 years), Agile (8 years), Scaled Agile (4 years), SAFe (4 years), Scrum (6 years), Training (8 years), AWS (3 years) Links <http://linkedin.com/in/dameonthomas> Certifications/Licenses  
Project Management Professional (PMP) September 2017 to September 2022 ITIL v3 June 2011 to Present Scrum Master October 2017 to Present Scaled Agile - Product Owner/Product Manager (POPM) December 2018 to Present

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