

Director of Project Management, IT Director of Project Management, IT Evanston, IL Work Experience Director of Project Management, IT Shedd Aquarium - Chicago, IL 2015 to Present Establishing the IT PMO: methodologies, standards, process and change management Operations Management for training, talent acquisition and retention ensuring that processes are consistent and executed effectively across the organization. professional Driving the successful implementation of Shedd's most critical and complex IT certifications initiatives via close partnership with leadership to understand their needs and PMP Certified optimize organizational processes. Six Sigma Black Belt Managing and training diverse teams through implementation of new IT tools (i.e. PROSCI- Change Management DAM system, Animal CRM, Telephony VoIP, intranet) includes requirements gathering (ADKAR Model) design, taxonomy design, content strategy, governance, information architecture Good Documentation Practices ~ and vendor management. PTI International Accessibility and Inclusion team tasked with implementing new initiatives (i.e. Beam Robot, sensory friendly facilities, audio described tours). skills & training Program Manager, Online Marketing and Operations Pearson Education - Glenview, IL 2007 to 2015 Managed US, CA & UK Web Technology programs and processes including Re- Workforce Planning source Management (hiring, mentoring, performance reviews) and forecasting HR Fundamentals talent needs. AGILE Methodology Oversaw a diverse and multi-generational workforce including millennials and first-generation digital citizens in a mobile and flexible environment to create strengths efficient user-experiences on PC and mobile. Business Acumen Collaborated with IT Leadership to help determine needs and implement new Techie technology adoption throughout the company by leveraging new approaches to Detail-Oriented managing projects, process and talent. Persuasive Implemented Change Management; including communication, training, and Strategic resistance strategies through company initiatives including, Online Sampling - Relationship Building resulting in an estimated \$25 million company savings, as well as consolidation of various companies into one corporate website - generating a 10% increase in civic leads and 20% increase of monthly unique visitors. engagement Chicago Architecture Foundation Project Manager, IT Network (CAF), Docent Project Manager Dentsply Pharmacteceutical - Elk Grove Village, IL 2004 to 2007

Worked closely with leadership on direction on technical projects to understand PMI Chicago Land Chapter, Member business objectives and plan execution; including educating workforce. Member Prepared and reviewed validation protocols within each project: Operational and Toastmaster International, Member Performance Qualifications (IQ, OQ, PQ), compliance with current Good Manufacturing Practices (cGMP), Good Automated Manufacturing Process (GAMP 4) and Taproot Foundation, Volunteer Sarbanes-Oxley Act. Education BS in Management Information Systems MIS & Operations Management University of Arizona - Tucson, AZ MS in Business Communication Northwestern University - Evanston, IL Master's Skills Bilingual: English & Spanish, Metrics-based quality & Efficiency Analysis, Training & Development, Agile, Workforce Planning Certifications/Licenses PMI-PMP Six Sigma Black Belt PROSCI - Change Management

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