CATHERINE LUI, CSM

11655 East Cedar Ave
Aurora, CO 80012
https://catherinelui2.github.io/Portfolio
catherinelui.2@gmail.com
(425)-442-6080

SENIOR IT PROJECT MANAGER

A personable detailed-oriented, bilingual IT Project Manager with Software Engineer's out of the box thinking, known for pushing creative limits to develop and lead comprehensive strategies in support of project goals and objectives. Experienced in product delivery management, I bring a proven track record of successfully coordinating and overseeing the delivery of projects from concept to implementation. Customer-oriented with outstanding communication, interpersonal, problem-solving, problem solving and decision-making skills, I am adept at navigating the complexities of projects, product management to ensure successful outcomes and stakeholder satisfaction.

Senior IT Project Manager

HSO ✦ Aurora, CO (Remote)/USA ✦ February 2022 – Present

Oversee the comprehensive execution of all facets outlined in the approved project plan, encompassing project deliverables, timeline adherence, budgetary considerations, and proactive risk mitigation. Cultivate and maintain fruitful relationships with both internal and client teams, ensuring the provision of exemplary client service. Collaborate closely with the team on strategic initiatives, while constantly seeking opportunities for process enhancement in project management tasks. Provide insightful feedback to the delivery manager for continuous improvement. Additionally, adeptly handle resource management, overseeing the entire spectrum from forecasting to staffing projects, managing a team of 13 engineers. Engage in presales conversations, actively participating in the creation of compelling demos to effectively showcase our capabilities and solutions. Led all Power Platform projects as the Senior Project Manager of the team, overseeing initiatives from Model Driven app to Power Pages. Collaborated with clients across diverse sectors including finance investment banks, law firms, and government entities to create tailored solutions meeting their specific needs. Actively engaged in development tasks within Power Pages project, contributing technical expertise to ensure project success.

Senior IT Project Manager

3Cloud ✦ Denver, CO (Remote)/USA ✦ June 2021 – February 2022

Results-driven Senior Project Manager with extensive experience in leading and delivering successful SCRUM projects within the software development industry. Proven track record of effectively managing cross-functional teams and driving projects from initiation to completion while ensuring adherence to Agile methodologies. Skilled in strategic planning, resource allocation, and risk management to achieve project objectives and meet client expectations. Exceptional communication and interpersonal skills facilitate collaboration and alignment among stakeholders, fostering a high-performing project environment.

Committed to delivering high-quality products on time and within budget, while continuously improving processes to enhance overall project efficiency. Adept at managing multiple projects simultaneously and adapting to evolving project requirements. A valuable leader who consistently exceeds expectations in fast-paced and dynamic environments.

Senior IT Project Manager

TTEC ✦ Englewood, CO/USA ✦ June 2019 – June 2021

Deliver Enterprise Project Management solutions from IT infra to software implementations. Identified and rectified a billing error on the network company's side, achieving cost savings exceeding $100k by meticulously optimizing network switch locations and orders for the SD-WAN Project, and implementing a streamlined cloud-based network infrastructure. Orchestrated successful collaboration with the Brazilian network team to relocate and consolidate datacenter equipment, resulting in significant cost reductions, all managed remotely.

Denali Advanced Integration ✦ Redmond, WA/USA ✦ March 2013 – June 2019

Executed program and project management over a large scale, top-priority, and IT infrastructure focused team. Managed IT project budgets of $7M and cross-functional teams of 50+ system engineers, technicians, and coordinators. Planned, monitored and executed system migrations and integrations, while spearheading enterprise-wide implementation projects for the operations team.

ACHIEVEMENT HIGHLIGHTS:

- **Adaptability:** Collaborated with Solution Architect during project initiations to optimize technical design, ensuring alignment with client's long-term objectives and resulting in a cost savings of $300k for the Phase II of their application.
- **Team leadership:** Demonstrated strong leadership in guiding teams through Azure Cloud migrations and implementations, fostering a collaborative and high-performing work culture.
- **KPI Dashboards:** Built KPI dashboards that improved the accuracy, transparency and compliance of financial reporting and planning for numerous client businesses.
- **Process Improvements:** Implemented DevOps practices within Azure Cloud environments, streamlining deployment processes and reducing time-to-market for software releases.
- **IT Infrastructure:** Evaluated and streamlined core IT systems for multiple clients. Retired obsolete apps and process, utilized scalable platforms supporting business growth and strengthened information security.
- **PMP/SCRUM:** Delivered project needs on time and within the agreed acceptance criteria in a hybrid methodology environment as they attempted to transition to an Agile Methodology

REPRESENTATIVE PROJECTS:

Software Development Projects:
- Power Virtual Agent – Led a team of two developers in the end-to-end design and implementation of a

chatbot integrated into the website for a prominent RV product company. The chatbot enhanced user engagement and customer support by providing real-time assistance and information, contributing to an improved online experience for visitors.

- Power Platform – Led and managed a team of five in the development and delivery of a time-saving application within the Power Platform for a government entity. Successfully implemented a solution that significantly reduced manual data validation time, enabling the client to streamline processes and resulting in a monthly reduction of 2-3 resource hours. The application leveraged Encodian for efficient data scanning and seamlessly integrated with Power App Dataverse for enhanced data import capabilities.

Managed Service Program:

- Backup/Data Recovery Refresh – Led a team of engineers to re-design, upgrade, and implement a new cloud-based data recovery system
- Server/NetApps SAN/Switch Installation Project – Performed extensive technical reviews and planned testing within staging environment to ensure seamless execution.
- Hardware Refresh – Utilized cross-functional project management techniques to expedite workflow and reduced products storage cost. Planned, directed consolidation of unsupported Windows into corporate domain.
- Virtual Machine Migration – Successfully executed a Virtual Machine Reduction Plan, saving $35K.
- Data Center Move – Developed and executed project plan for a data center move consist of 91x devices (includes HP/Dell Servers, EMC equipment and Cisco Switches) and 600x physical connections.

Global Systems Refresh:

- Oversaw global roll outs of 20K+new systems for end-user throughout the USA and Canada.
- Utilized SCCM to gather system and end user data, actively planned nightly migration effort coordinated with end users, management
- Streamlined processes and procedures in service delivery, including vendor management, inventory/logistics, procurement, and monitoring all site installations.
- Transitioned users from legacy domains into a consolidated corporate configuration.

Additional Experience:

Springleaf Financial Services; Woodinville, WA/USA October 2011 – March 2013   *Financial Representative*
Bank of America; Shoreline, WA/USA March 2007 – Oct 2011   *Senior Bank Teller*

EDUCATION / CERTIFICATIONS	
Microsoft Certification PL-900 – Jan 2024 *PL-900 Power Platform Fundamentals*	**Denver University, Denver, CO Jun-Dec 2020** *Full Stack Coding Bootcamp*
Scrum Alliance, Bellevue, WA Oct 2018 – Jan 2025 *Certified ScrumMaster® - Badge ID 955201*	**University of Washington, Seattle, WA: Jun 2011** *Bachelor of Art – Communications*

ADDITIONAL CREDENTIALS	
TECHNICAL SKILLS	Microsoft Products: Azure DevOps, Project, Power Platform, Visio, PowerBI, Power Platform; QuickBase; Adobe: Acrobat; ServiceNow; JavaScript, HTML, CSS, Active Directory, SQL, Desktop Support, SaaS.