LOUIS PIOMBINO, CSM

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**SR. PROJECT / PROGRAM MANAGER / PMO LEAD**

***APPLICATION DEVELOPMENT & THIRD-PARTY SYSTEM INTEGRATION for WEB / MOBILE / CLOUD / PORTAL***

**Climbed IT ranks progressing to Product and Project / Program Manager; this coupled with diverse Industry experience provides unique foundation in Business Insight, Team Leadership and Technical Aptitude**

Degreed, hands-on global PMO Delivery Lead (13+ years), skilled navigating highly regulated industries: Medical Device, eCommerce, Pharma, & Financial Services / Insurance. PM career success credited to progressive roles in Project, Product, and IT (Developer, BA, Tech Lead, Sr. SW QA Engineer, and Product Manager), coupled with diverse industry experience, resulting in a proven record for quickly taking project ownership, conflict resolution, cross-functional team mgmt. & fostering partnerships that drive on-budget deliverables.

Core Experience: **50%**: App Dev / System Integration, **25%**: PMO Lead / creating or maturing existing PMOs**, 25%** Infrastructure.

Unique Governance in both PMO & SW QA Engineering (Agile & Waterfall). Thrives equally in Fortune 500s and startups.

**ACCOMPLISHMENTS :**

**Sr. Project / Program Manager:**

* **Stryker**: Turned around **$4.8M** UDI program that lacked PM oversight for over 6-weeks, pushing delivery into red to meet FDA deadline;

**(Held 2 contracts)** addressed scope changes impacting schedule, dependencies, integration & resources to remediate 10,000 devices.

* **Prudential:** 1. Reduced 10-week project to 7-weeks enabling **$430M** sale of Pru Bache Commodities; **awarded FTE, PM role**

**(Held 4 contracts)**  2. Saved **$8M** by identifying true root-cause of crashes, sparing replacement of “burning platform”; **awarded Director’s role**

3.Stood up 3 new enterprise-wide digital platforms totaling **$2.8M:** 1)Search, 2) Content Management (CMS), 3) Mobile

4. Lift in lead generation, **3.5%,** attributed to redesigned [Individual Life](http://lifeinsurance.prudential.com/view/page/iliconsumer/393) website; changes included new UI/UX & calculators.

* **Novartis:** Resolved sporadic potential FDA non-compliance – identified condition when apps wrongly displayed formulary data
* Pfizer: Realized $1.1M cost savings at Call Center by implementing Self-Service Web / IVR systems

**EPMO Lead:**

* Orbcomm: Rebuilt partnership between disjointed IT and Embedded Engineering departments, **awarded Program Manager’s role**

1. $330K saved in recall costs; 2. Decreased rework 32%; 3. Productivity up 30%

* Common to a few companies (i.e. Digital Media Solutions Group, Orbcomm, and Perry Systems):

1. Held multiple roles: Sr. Project Manager, Portfolio Manager, and EPMO Lead

2. Led PM / BA teams from hiring, mentoring, directing through to dismissal, and revamped PM / BA hiring process

3. Evolved PMO to Tier Level-2, established RUP project phase gating systems, as well as dashboard / scorecard tracking

**Product Manager:**

* **Topcon Medical:** Led redesign of Asian SaMD CV Medical Device [(LINK)](https://www.google.com/search?q=topcon+cv+5000&rlz=1C1ZKTG_enUS993US993&oq=topcon+cv&aqs=chrome.1.69i57j0i512l9.9643j0j4&sourceid=chrome&ie=UTF-8), to meet Board Certification in US, EU and S. America:
  + Promoted to Product / Brand Mgr. due to sales growth: first year $500K; second year $950K; third year exceeded $1.8M

**EXPERIENCE :**

**Sr. PM (SaMD), R&D - Front Line Care – NPD (Consultant) Baxter**, Skaneateles Falls, NY 7/2023 – Present

Revived three critical backlogged projects that were stagnant for almost 3 years; leveraged strong problem-solving to overcome critical challenges in tight deadlines. Led cross-functional teams: SW / HW / Mech. Eng. QA, RA, Marketing, Clinical, Cybersecurity, UI/UX, and Tech Writers.

* Patient Monitoring project: #1 Company priority project due to device’s expired kernel / cyber security risks. Scope included FDA 510K Submission, adaptive maintenance reducing security vulnerabilities (i.e. Integrate new OTS Linux kernel software & Newmar Radio), improve data privacy/PHI, rebranding as well as changes to software, config tool, user Interface and IFU, **estimated sales $75M.**
* Two Cardio projects: Transitioned high-value cardio products from R&D to Sustaining, adhering to stringent engineering tolerances to optimize product performance & reduce costs. Project value based on ungating R&D backlog: **~ $60M**..

**Sr. Project Manager – EDI (**short-term contract**) Eliassen Group**, Dublin, OH 3/2023 – 5/2023

Short-term assignment as I waited for Baxter contract to start.

Electronic Data Interface projects: Supported 2 banking projects whose project manager needed short-term leave of absence.

* Bank 1: Completed system configuration of the Lightwell (now Eliassen) B2B database Framework and Portal, included training, rule creation, Trading partner and Report configuration, and EDI Translation maps (X12 and EDIFACT).
* Bank 2: 90% completed Sterling B2B EDI & API Communication. Systems, IBM Sterling Integrator and Global Mailbox and Sterling Gateway,

**Sr. Project Manager (SaMD), R&D (Consultant) Mayo Clinic**, Rochester MN 11/2022 – 2/2023

Provide guidance to start-up division of Mayo Clinic’s Center for Digital Health; worked with R&D team on Artificial Intelligence / Machine Learning (AI / ML) projects. Worked multi-site with cross-functional teams from Ideation through to Release (commercialization) – teams consisted of Regulatory, Software and System Engineers, Data Scientist, QA, Physicians, hospital Technologist, UX/UI.

* Goals: Organize / strategize portfolio of 100+ potential AI / ML products, ranging from Medical Devices to Advanced Detection tools:
  + Create process to prioritize initiatives, identifying strong potentials for quick commercialization – introduced Weighted Matrix Tool
  + Create PM Artifact templates for: RACI, RAID Logs, Project Plans / Schedules, Status Reports, Dashboards, etc.
  + Establish best practices for Project and Change Management - set up guardrails, create and mature existing practices

**Key Achievements:** Established structure for Portfolio prioritization, visibility, meet cadence, and department communications by creating:

1. KPIs, Dashboards, Status Reports and Trackers illustrating Project health - progress, timelines, risks / issues and mitigation actions
2. Weighted Matrix tool to prioritize Project list, based on ease of implementation, high ROI, in-house vs out-sourced resource talent, etc.
3. Division’s end-of-month productivity reports: MOR (Monthly Operations Report) and QPR (Quarterly Portfolio Review)
4. Cross-functional team meetings, working through end-to-end work breakdown structure leading to project plans / schedules, and corresponding artifacts detailing scope, definition, quality, design, testing through to release. Methods used: Product development lifecycle, hybrid Waterfall / Agile. Tools used: Smartsheet, ServiceNow, MS Project, Jira, Confluence.
5. MS Team Channel for each project for better communications and collaborations (thus reducing email pit falls)

**Sr. IT Project Manager Sustaining (**short-term contract **)**  **Perrigo Company**, Grand Rapids, MI 8/2022 – 11/2022

Short-term Agile assignment as I waited to join Mayo Clinic. Sustaining Team PM assigned to stalled small enhancements, updating corresponding project artifacts, and schedule rollout in train release:

**Key Achievements:**

1. Enhancement: Extend Lab’s SDMS auto-verification process to 3 US & 1 International plant **Results:** Released & closed CAPA
2. Enhancement: SSO Phase 3: Add Contractor’s login to 4 home-grown systems **Results**: 3 of 4 moved to UAT
3. Project: Phase 3: Cleanup / Fix SSL/TLS encryption libraries and legacy coding (.Net / C++) **Results**: Released
4. Project: MS Teams Channels: identify / remove Channels no longer in use ***Results****: Completed*

**Program Manager / Sr. Delivery Manager (Consultant)**  **JPMorgan Chase**, Columbus, Ohio 11/2021 – 7/2022

Sr. Project and Program Manager in the Global Digital Customer Core Platform division, managing Web, Cloud, Mobile & Portal initiatives.

* Managed all aspects of global Run-The-Engine (RTE) execution model across 5 JPMC product areas and DevOps for continuous integration. Projects included enhancements, upgrades and refresh of on-prem infrastructure and cloud (hybrid and public), including enhanced SSO, mobile / web application support, data storage migrations / upgrades, cybersecurity (CIS Controls, vulnerability management) including quality documentation.
  1. Conducted gap / business analysis on department's 5 product divisions, to fully understand the Operations Management in terms of workload, constraints, resource allocation, processes, etc., and create an all-encompassing dashboard of forecasted initiatives with resource commitment. Dashboard was used daily on Program and Project level to account for resource allocation, project prioritization, status review and reporting to drive to release / closure.

**Key Achievements:** 85% of monthly initiatives were now proactively forecasted. While I don’t have other stats, firefighting / overtime were greatly reduced, & new resources could now be budgeted based on forecast; communication & driving to planned work now prevail.

* 1. Oversee the 5 BU PMs to ensure schedule, budgets, risks, and issues regarding cross-functional teams were promptly addressed
  2. Took ownership of Data Center Migrations for 6 troubled legacy applications. My day-to-day entailed meeting with the teams, resolving blockers, updating status in PPM’s tollgates and ensuring adherence to budgets / project delivery schedules. Many of these apps had issues with poor coding and needed rework (.Net, C#, C++,).

**Key Achievements:** projects were mostly stalled due to legacy personnel no longer available - progressed projects by bringing cross-functional teams together for backwards engineering to determine network landscape, data usage, IP mapping, interdependencies to best utilize lift-and-shift components. Tools used: CA Clarity, Smartsheet, Power BI, MS Project, Jira, Confluence.

**R&D Engineer Program / Project Manager III – SaMD (Consultant)**  **Abbott**, Princeton, NJ 11/2020 – 10/2021

SaMD, Digital Health PMO role reporting directly to the Director of Product Development / R&D Engineering (SW and Embedded). Managed end-to-end Software Product releases – drove wireless & cloud data management initiatives for the i-STAT family of blood diagnostic devices:

* Dual role: hired to directly run projects, as well as build out R&D dedicated PMO. Hired, trained and mentored additional PM
* Ensured software releases were on-time / budget using multi-level project planning tools such as Power BI, Smartsheet, MS Project / AHA, RACI, RAID Log - tracing requirements from ideation through to client communications, validation, testing and release. Special focus on strict adherence to Product and SDLC best practices.
  1. Global releases include new functionality, enhancements, & bug fixes to device software, cloud-based security / services, documentation and labeling
* Worked with cross-functional teams to ensure commitment to release feasibility, planning, and strict compliance to quality documentation regarding RA/QA and PMO Governance / cybersecurity
* Identify RAID for potential risks and develop strategies to mitigate them, as well as monitor and manage risks throughout the project lifecycle.
* Ensure all Verification and Validation (V&V) activities are conducted according to established protocols and standards. This included monitoring the quality of test results, reviewing documentation, and providing guidance on best practices
* Managed workflow traceability via MASTERCONTROL and DOORS to automate core business processes, as well as promote collaboration and improve decision making. After August this will also include Jira
* Helped expand department’s use of newly introduced enterprise products (ex. MS Teams and Miro)

**Sr PM, New Facility / Real Estate Technology (Consultant),**  **AIG**,NYC, NY 7/2020 – 10/2020

Short-term PMO contract to establish AIG’s new 325,000 sq. foot NYC headquarters.

* My role was focused on IT / AV networking, infrastructure procurement planning / solicitation, and contract management – to bring together internal teams and external vendors to provide scalable, state-of-the-art multi-floor facility. Used PMO’s Planview PPM to track progress, resources, RAID logging, to produce weekly Status Reports.
  + Identify potential risks and develop strategies to mitigate them
  + Managed project budget and ensured that all expenses are accounted for, as well as control costs and minimize budget overruns.

**Program / Project Manager, Business Process Engineering (Consultant),**  **Fiserv** (now Tegra118),Warren NJ 10/2019 - 4/2020

Member of the Program Governance team hired to establish: 1) KPI Dashboards, and 2) PPM (Project Portfolio Management).

* **Project 1. Create KPI Program Dashboard – COMPLETED**

Created KPI Dashboard for Sr. Leadership Team (SLT) to gain insight Into the Portfolio’s KPIs (note: this was a quick stop-gap project as we worked on the more complex Project 2, to build the PPM). Directed the project’s UI/UX & System Integration, connecting SharePoint as the hub for the other stand-alone systems to report into: Agile Tool(VersionOne), SOW / Demos / Defect Tickets(ServiceNow), Severity-level Incident Tracker(Cherwell), & Customer Communications (phone and email via Salesforce).

* **Project 2. Create PPM tool (to replace Planview and Monday.com):** Building upon the successful completion of Project #1 (KPI Dashboard above), directed the UI/UX and System Integration to connect the CRM (Salesforce) as the hub for the other stand-alone systems to report into: Collaboration (MS Teams / SharePoint), Agile Tool (VersionOne), SOW / Demos / Tickets (ServiceNow), DevOps, Severity-level Incident Tracker (Cherwell), & Customer Communications (Salesforce), using real-time business metrics & analytics.

Key objectives:

1. Ensure Corporate Portfolio is aligned with Business Priority and Strategy

2. Establish Portfolio Level Dashboard across all BU Programs, Projects, Initiatives and Bug Fixes bringing together many dissimilar systems

3. Apply ITIL best practices to existing Change Management policies, to develop new corporate IT Service Management SOPs

4. Institute a common Project Intake, Prioritization, Workflow, and Governance framework across all Portfolios

5. Develop a standard set of Project and Portfolio Reporting Metrics and Analytics to facilitate Portfolio health reviews, project prioritization, and approval for funding decisions  
Misc.:

1. **Resolved 85%** of the 40K inaccuracies in the PPM database, which required my role to focus on data governance corrective actions

to ensure Portfolios aligned with Business Priority, Strategy, & Resource Allocation. Addressed data issues by establishing taxonomy principles and Power BI / Smartsheet exception reports

2. For the PMO, updated Planview and ran daily Stand-ups to ensure progress for the 8 PMs and functional leads

**Sr. Software Product QA Engineer - SaMD, Digital Health (FTE), Ascensia Diabetes Care**, Valhalla NY 10/2018 – 10/2019

As part of R&D Global Quality, ensured Mobile & Cloud projects are Digital Therapeutic compliant: IEC 62304, ISO 13485, & ISO 14971.

* **Pet Project:** Greatly reduced the risk of missing requirements by reducing a 65-page Standard (62304), to a 2-page SDLC checklist
* Implemented medical device software QA strategy that ensured software components met regulatory requirements, user needs, and quality standards. This included identifying software quality metrics, developing test plans, and defining acceptance criteria.
  + Ensured software complied with relevant regulatory requirements, including FDA regulations and international standards such as ISO 13485 and 14971 and IEC 62304
* Identify and resolve software defects: The Senior Software Product QA Engineer will
* Work with cross-functional team, including software development / embedded engineers, design, manufacturing, and regulatory affairs, to ensure software is integrated into the overall product development process.
* Provided leadership to ensure RAID Log, RACI, and QA documentation adherence illustrating intended use (i.e., accountability / documentation / traceability of requirements)
* Chaired Milestone & Peer Document Reviews to validate objective evidence regarding software project deliverables & process improvements
* As Digital Health Quality Lead, influenced software, embedded, and hardware engineers to accomplish objectives following Agile best practices
* For Cybersecurity:
  + Assessed and mitigating risks – analyzed potential vulnerabilities and implementing measures to reduce the likelihood and impact of cyberattacks.
  + Developed security plans that address the unique needs of the project and ensured stakeholders awareness. This included creating policies and procedures for data protection, access control, and incident response.
  + Ensured project complies with FDA regulations, and standards such as ISO 27001, NIST, and General Data Protection Regulation (GDPR)
  + Facilitated communication between the project team and other stakeholders, such as IT, legal, and compliance teams, to ensure that everyone is on the same page

**Principal Project / Program Manager (FTE), iMedia Consultants** **LLC**, Oakland, NJ 1/2011 – 8/2018

*Provided scalable Program / Project Management and Graphic Design (UI/UX) services to address resource / talent gaps. Served Fortune 500s (e.g., Stryker Medical, Prudential, Pfizer, and Novartis), and mid-market companies (e.g., GAF)*

**Please note:** Much of the work history below was either booked through my LLC or transferred from my LLC to Client’s preferred staffing vendor to meet compliance. **Sorry in advance for length of CV - there were many short-term projects through my LLC that grew and overlapped**.

* Assignments include projects from inception to release (custom apps & COTS ), as well as turning around troubled projects / programs.
* Managed individual projects, complex programs, as well as helped establish / evolve PMOs. Our business was built by improving delivery (time and budget), fostering partnerships that drove projects, and increasing leadership visibility via timely / transparent reporting.
* Hired and managed up to 4 contract PMs and 2 BAs to accommodate workload.
  + Triage, monitor and resolve issues including managing user support case queue to support 1700+ Salesforce users
* PM Tools used for tracking: Depending on Client’s needs: MS Project, Monday.com, Bugzilla, Jira, Clarity, Planview, Trello, etc.

**Sr. Project Manager, Strategic RA/QA PMO (2nd Stryker contract ),** **Stryker**,Allendale, NJ 4/2018 – 8/2018

Project PMO Lead for the EU MDR (i.e., European Medical Device Regulatory) remediation – high-level goal: products must adhere to new EU guidelines to be sold in EU, so: 1) upgrade existing product’s marketing & tech docs, websites, labels, UDI & eIFU, 2) set up launch process for future devices Directed 2 early-stage initiatives for **$12.5M EU MDR project, consisting of 7 workstreams and 8 teams in 3 countries**:

* EU MDR Objective: for each product line, determine ROI & merit to comply with upgraded requirements. Make recommended go / no-go.

- **Achievements:** a) standardized inventory product names using taxonomy principles, b) assigned each EU MDR requirement to responsible workstream, c) developed cost grid to assess ROI, d) created communication plan to exit market

* eIFU Objective: Digital transformation / electronification project migrating paper IFUs to a digital on-line system for customer access.

- **Achievements:** Established cost: a) for online access, b) to translate and digitize IFUs, c) carry out POC

**Sr. EPMO Project Manager (Consultant),** **GAF Corporation, Parsippany**, NJ 9/2017 – 2/2018

* **Key Achievements:**
* Project #1: **Saved $750K over 5 years** by creating in-house processing for Class Action Lawsuit Settlement processing - not only eliminated external costly vendor, but more importantly created a modular solution for future reuse.
* Project #2: **Annual savings for 2 Retailers($35K) & GAF($85K),** using IBM Sterling EDI (Electronic Data Interchange) to meet Home Depot & Lowes’ compliance needs for Special Orders; eliminated manual processes as well as providing end-to-end order visibility, faster fulfillment, and invoicing.
* **Challenges Overcome:**

1. For both Projects: Ensuring Team followed newly established EPMO SOPs, iterative development, & CA Clarity PPM processing
2. For EDI: Due to aggressive deadlines, project needed coordination of both internal and offsite Development Teams

**Sr. Project / Program Manager (4th Pru contract),** **Prudential,** Newark, NJ 2/2017 – 9/2017

EPMO Program Lead working with Retirement Actuary LOB, managing 15-month, **$3.2M program, consisting of 5 workstreams, 7 teams in 2 countries** with the goal to automate manual actuarial end-to-end processes. Managed schedule, communication, resources, budget, risks, etc.

* **Key Achievements:** Documented manual Actuary processes, created requirements, project plan / schedule, RACI, & communication plan.
* **Challenges Overcome:**
* Keeping team within stage gates until project artifacts met standards
* Shielding team from pressure to track to Business’ “wish list” project schedule
* Building team cohesion and trust between IT and Business

**Sr. Project / Program Manager - UDI Integration (1st Stryker contract), Stryker**,Mahwah, NJ 2/2016 – 10/2016

Program Lead for Joint Replacement; consisted of 2 UDI Programs to satisfy the FDA’s UDI mandate to track all medical devices from materials, manufacturing, right through to assembly, distribution, and final patient use.

* **Directed two programs totaling $10.5M, consisting of 3 workstreams, 11 teams in 4 countries**: managed all aspects of program to ensure global workstreams were tracking to timelines, program inter-dependencies, budget, and planned vs. actual work:
  + **Challenges Overcome:**

1. Project was not 65% complete as first told, but only 25% - rebase lined schedule, resources, dependencies & budget
2. Existing Scope didn’t account for 5 scenarios - presented Go to Green Plan to Sr. Leadership

3. System and data integration issues arose from:

a. Integrating diverse internal systems (ERP, PLM, MES), b. formatting old labels to new schemas (HIBCC, ISBT128 & GS1)

4. Resources were critically understaffed on 3 core teams: Regulatory, MDM and Labeling

5. Resolved 2 non-compliance issues from previous UDI Wave 2014, as well as fixed various Microsoft Dynamics 365 issues

* **Geographically dispersed teams**: India, China, Ireland & US represented: Global Ops, Regulatory Affairs, QA, Packaging / Labeling, Master Data Management (MDM), IT, Direct Part Marking, Procurement / Sourcing, Supply Chain, Product Development, and PLM.

Program #1: UDI Wave 2016: Budget **$4.8M**, Class II and III Devices:

* **Outcome:** Program completed on-time – registered 100% of the 7,800 products with the FDA, as well as satisfying labeling requirements

Program #2: UDI Wave 2018: Budget **$5.7M**, Class I, II and Unclassified Devices

* **Outcome:** Objective completed to establish “Initiate & Definition” Phase so program could be further executed by Stryker’s India DPM Team

**Sr. Digital Project Manager – Mobile Ecommerce / Digital Health,**  **CVS Health**,Florham Park, NJ 10/2015 – 1/2016

Short-term contract to lead Agile Team responsible for Phase2 release of Digital Wallet program – competitor to Google Wallet & Apple Pay. CVS’ M-commerce system accepted payments & loyalty/reward purchases using MCX’s (Merchant Customer Exchange), CurrentC™ platform.

* Managed sprints focused on Digital Wallet system stability, major HIPAA enhancements and bug fixes
* Followed CVS’s strict governance project methodology that included 2% budget variance and 100% delivery commitment

**Sr. IT PM / Director – IT Planning & Arch. (3rd Pru contract - lead to FTE),** **Prudential**,Newark, NJ 2/2014 – 10/2015

Part of Prudential’s **$520M** digital transformation to Omni-channel experience, delivering real-time predictive analytics & personalized dynamic content using Amazon’s personas / Artificial Intelligence (AI).

* Managed cross-functional teams, end-to-end planning, budgets, communications, integration-points, and change / vendor management
* Teams consisted of 15+ members comprising internal resources and external vendors (IBM / Cognizant / Accenture)
* ITIL process management - analyze and design service management processes, research and present best practices, and drive for continuous improvements
* Followed Pru’s strict governance in using best in class tools, (i.e. RAID Logs, RACI, Burndown / Up Charts, etc.)
* Introduced Jira coupled with Confluence as the: 1) single source of document repository, 2) improved Team collaboration, 3) established Dashboards and Status Reports illustrating progress, 4) elevating Issues and Risks, 5) setup workflows for document approvals
* **Key Achievements:**
* Stood up 3 enterprise-wide COTS digital platforms totaling **$2.8M;** project entailed taking vision right through to validation, user training, and data / workflow migration to new system.

**1. Content Management System** (CMS): NEW: IBM Web Content Manager (WCM) / WebSphere Portal, Replaced: OpenText

**2.** **Search Platform**: NEW: IBM Watson Explorer (WEX), Replaced: Google Search

**3.** **Mobile Platform**: NEW: IBM Worklight, Replaced: [didn’t exist]

**Integration Mobile / IVR PM – Digital Health,**  2 clients**: Novartis & Prudential**, via **Insys Consulting**, NJ 3/2013 – 1/2014

**Client #1 of 2: Prudential IVR Project Manager (2nd Pru contract) 10/2013 – 1/2014**

*Hired to manage urgent replacement of IVR thought to be a “burning platform”.*

* **Key Achievements:**
* Analysis proved the IVR HW (Genesys) was **not failing** (rather poorly coded) - saved **$8M (**HW & labor); **promoted to FTE role (above)**

**Client #2 of 2: Novartis, Integration Mobile PM, Commercial / Primary Care BU 3/2013 – 10/2013**

Using Scrum methods, managed concurrent iPad Omnichannel projects working with brand, outside media agencies, Regulatory, and 3rd party system integrators (i.e. Fingertip, Salesforce, DailyMed, Veeva iRep, etc.)

* **Key Achievements:**
* Led Agile teams in the creation or enhanced iPad / iRep apps that are used by Sales Reps, Physicians and Consumers:
  + Partnered with Salesforce.com to automate capturing of Sales Rep’s Physician visitations, recording:

1) iRep usage (pages viewed & user actions); 2) daily Sales Rep. travel log (roads traveled including stops & timestamps)

* + Integrated Veeva Vault, DailyMed’s XML feed, and email / print functionality into existing apps
  + Created numerous Brand Visual Aids & Speaker Bureau apps

**Sr. IT PM / CSM – Digital Media (1st Pru contract - lead to FTE), Prudential**, Newark, NJ  3/2011 – 3/2013

*Drove digital strategy leveraging web, mobile, social, and portal technologies. Managed 2 LOBs: Wealth Management and Individual Life.*

* **Key Achievements:**
* Turned around 4-month stalled project in 7-weeks, ungating Pru’s **$430M** sale of Global Commodities; **promoted to FTE**, PM
* Lead role in standing up: 1) PPM system (CA Clarity / EPIC), and 2) Hybrid Agile / Waterfall SDLC
* Elevated PMO Maturity: part of 3-person team successfully elevated PMO to Intermediate level, & revamped PMO hiring process
* Process Definition and Implementation: Lead the design and development of ITIL/ITSM best practices, processes and tools for MST
* Redesigned Pru’s eCommerce websites:
  + [**Individual Life**](http://lifeinsurance.prudential.com/view/page/iliconsumer/393)**:** attributed **3.5%** lift due to improved lead generation, educational videos and ‘Click to Chat' features
  + [**PruXpress**](https://ssologin.prudential.com/app/pxbportal2/Login.fcc?TYPE=33554433&REALMOID=06-000ec7cc-bbbe-19cd-9d10-80a930a040e7&GUID=&SMAUTHREASON=0&METHOD=GET&SMAGENTNAME=pxbportal2&TARGET=-SM-https%3a%2f%2fpxbportal2%2eprudential%2ecom%2fwps%2fmyportal%2fpruxpre): complex CSS / .Net entitlement-based portal Marketing system used by internal Sales and Pru’s partners (Merrill Lynch, Goldman Sachs, JP Morgan, etc.), to obtain sales literature and kits to sell Pru’s product portfolio
* Launched Pru’s 1st corporate mobile app, attributed to **3% lift** in lead generation for Term Insurance and Annuities.

**PMO Lead & Analyst / Integration Project Manager, Digital Media Solutions** (formerly CUnet), Paramus, NJ 6/2010 –1/2011

Performance-based Interactive Media agency specializing in digital marketing, new media and direct/affiliate lead generation.

* Key Achievements - held multiple roles:
* Project Management: 3rd party System integrations: Omniture (Test&Target, SiteCatalyst, SearchCenter), Sitecore, & iLoop (mobile)
* Portfolio Management: **$11.5M**, included Interactive Media & infrastructure projects: .Net / ColdFusion conversion, SEO, UI/UX, etc.
* PMO Lead: hired, trained & mentored 5 PMs / 2 BAs. Established SDLC and PPM (JobTraQ) for project visibility.

**EARLY CAREER :**

**Program & Sr. Project Manager / EPMO Lead - Digital Media, Perry Systems, Inc.**,Englewood, NJ 6/2009 – 4/2010

Managed $6.5M full-service IT outsourcing agency specializing in Interactive Marketing / Digital Media. Hired / managed 4 PMs, 2 BAs, & 6 QA.

Sr. Integration Project / Program Manager / PMO Lead, **ORBCOMM Inc.,** Morris Plains, NJ  2/2005 – 12/2008

*Managed $12.5M portfolio. Mobile assets management / Telematics (Web & Embedded Engineering (firmware)).* Hired / managed 2 PMs & 1 BA

Sr. IT Project Manager / BA,  **MetLife Inc.** (via Princeton Information)**,** Madison, NJ  12/2003 – 1/2005

Managed 4 LOBs: 1) Auto and Home ($1.5M); 2) Long Term Disability ($500K); 3) Disability ($300K); 4) Fund Expansion ($300K).

- Genesys IVR Telephony.

IT Project Manager / BA, **Pfizer Inc**. (via Nuance Communications), Morris Plains, NJ 10/1998 – 4/2003

Delivered integrated IT solutions for Web, IVR, and Telecom to HR and Pharmaceutical divisions. Promoted 4 times (Dev., QA, BA, Tech Lead)

Product Manager – Medical Device (SaMD, Digital Health), **Topcon Medical Corp.**, Oakland, NJ 3/1995 – 10/1998

Increased sales by redesigning Asian SaMD [(LINK)](https://www.google.com/search?q=topcon+cv+5000&rlz=1C1ZKTG_enUS993US993&oq=topcon+cv&aqs=chrome.1.69i57j0i512l9.9643j0j4&sourceid=chrome&ie=UTF-8) to satisfy US, EU and S. American markets – was the internal voice of the customer. Created roadmaps, feature lists, and was the point person for all issues, product demos, site implementation, and pre-to-post sales.

* Customers included major hospitals, military facilities, key accounts and private offices (ex. Kaiser Permanente, Mayo Clinic, & LensCrafters)

***EDUCATION / CERTIFICATIONS :***

**BS, Industrial Studies and Technology**, Montclair State University**.** Note:attended college while working fulltime – my 1st PM role. 😊

* Minors: Computer Science and Project Management.

**ITIL (IT Information Library Foundation Certificate):** Keystone Technical College

**ScrumMaster (CSM):** Scrum Alliance, certification: 187596

**PMP:** Project Management Institute (PMI), expected 06/2025

**Gallup Behavioral Test (i.e. Stryker’s pre-hire exam):** Passed, indicating “*A-Type persona / Strong B-Type collaborative tendency*”

**Novartis PMO Certifications:** ICE (Integrated Computer Engineering) – Silver & Bronze; IGM (Information Governance & Mgmt.)

**SOFTWARE / TECHNICAL SKILLS :**

Project Management Tools: MS Project, RTC (Rational Tool), JIRA / Greenhopper / Harvest, VersionOne, TFS, Bugzilla, Aha

PPM (Project Portfolio Management): CA Clarity, Monday.com, PlanEx, Asana, Planview, QuickBase, BaseCamp, JobTraQ

Proficiency: Salesforce, MS Project, Office 365, GSuite, SDLC (Agile / Scrum / Kanban to Waterfall and RUP), RAG Report, RAID, RACI, User Stories, Business and Use Cases, MasterControl, Title21, Documentum (D2), Azure DevOps (formerly VSTS), Visio, SharePoint, Wireless Devices (satellite / cellular / RFID), IT and Embedded Engineering Project Management

Working Knowledge: 1) Infrastructure platforms: Mobile, Search, CMS, Portal, iPad (Veeva) 2) Social Media specific: Mobile / Ecommerce and Content Strategy, Search / SEO, Cybersecurity, UI/UX, Usability testing, Analytics / Metrics (Omniture, Webtrends, Radian6), ExactTarget, TagMan, download flows, **3) Misc.:** Monday.com, Trello, Smartsheet, Power BI, Miro, Cherwell (Incidents), ServiceNow (Workflows), Sitecore, ESB, DataPower, SiteMinder, Windchill, Trackwise, SWOT Analysis, Weighted Matrix (Pugh matrix. Decision grid. Opportunity analysis), SQL Server, Microsoft Dynamics 365, Syspro, PeopleSoft, XML / HTML / CSS, C#, .NET, C++, ColdFusion, Dovetail, Title21 (QMS), Rational Rose, source code control.