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Top Skills

Organizational Strategy
Change and Risk Management
Strategy
PMO Leadership

Bob Kowalskie, PMP

Technical Project Management
Whippany, New Jersey, United States

Summary

IT Leader and Senior Project Management Professional with extensive experience providing cross-functional leadership to diverse, distributed teams. Highly energetic with reputation for successfully managing multiple projects and programs simultaneously while ensuring business benefits are consistently met. Proven ability to utilize stellar relationship management skills to foster a collaborative environment between IT, business partners and customer stakeholders to lead with influence and drive results. Proficient in managing competing interests and priorities while maintaining clear, steadfast focus on customer needs and expectations. An ethical leader who values integrity, high character, diversity and exceptional teamwork.

Specialties: Project Management (PMP Certified), Portfolio/ Program Management, Business Analysis, Business Process, Quality Assurance, Release Management, Relationship and Vendor Management, PLC (PMI Framework) and SDLC (Agile and Waterfall), Dashboard Design, Metrics Creation/Reporting, Cloud and On Premise Architecture, JIRA, Smartsheets, Rally, Google and Microsoft Productivity Tools, HP ALM, Slack, Monday.com, Microsoft Teams, ConnectWise, Netsuite, Open Air, Risk Management, Resource Planning/Allocation, Knowledge Management, Internet Security Infrastructure, Cloud Computing, Customer Service/ Training, Systems Implementation, Technical Writing, System Integration, Team Building, Budget Creation/Management, RFP Preparation, Alfresco, iManage and SharePoint Document Management, SharePoint

Experience

Verizon

2 years 6 months

Senior Technical Program/Project Manager

August 2022 - Present (9 months)

Basking Ridge, New Jersey, United States

Partner with Product and Network team stakeholders to deliver network infrastructure that supports new products, services and platforms. Provide project leadership on multi-functional/enterprise-wide projects, with a focus on both process and the customer experience. Drive results at all levels and ensure project benefits are realized.

Senior Program/Project Manager

November 2020 - August 2022 (1 year 10 months)

Basking Ridge, New Jersey, United States

- * Lead cross-organization efforts impacting CSG Financial Planning and Analysis (FP&A) Systems
- * Provide leadership to FP&A project managers regarding key projects and topics in flight via weekly meetings
- * Work with the cross-functional CSG system teams to share and implement best practices with the objective of improving project outcomes
- * Drive/implement best practices and governance to ensure best practices are consistently adhered to
- * Consult/mentor on the optimization of current and future planning and status reporting activities
- * Assist project managers across the organization with key project management activities related to: Business Requirements, Development Design/Build, Functional, System and UAT Testing, Training, Deployment and Hypercare
- * Drive resolution of open process issues within Financial Planning and Analysis Systems (FP&A)
- * Create/provide presentations and project dashboards to Executive Leadership
- * Coordination of key RAID items across enterprise-wide systems (Risks, Actions, Issues and Decisions)

- * Insure the path to green (next steps) is known and documented for all key RAID items

- * Assist with or Lead change management efforts

- * Assist with the identification of resource demands and constraints across the organization

- * Contribute to the improvement and streamlining of operational processes with a keen eye on team capabilities and organizational maturity

- * Provide leadership/guidance as needed for critical Hypercare efforts

Micro Strategies Inc.

Sr. Project Manager

October 2011 - November 2020 (9 years 2 months)

Parsippany, NJ

- * Project Management of medium/large scale projects

delivering customized Enterprise Content Management solutions

- * Project Management of large scale projects to integrate content management solutions with existing customer systems (completely integrated solution for both Cloud and On Premise environments).

- * Portfolio Management of both customer projects and production support

- * Oversight of projects for a range of industries: Financial Services, Pharmaceutical, Government, Legal Services, Building Supply, Real Estate, Investment/Banking

- * General Responsibilities include:

- Project Governance
- Customer Relationship Management
- Resource Planning/Allocation
- Budget Management
- Project Portfolio Management
- Production Support
- Release Management
- Steering Meetings
- Liaison to all Internal Functional Areas
- Vendor Management

- * PMO Responsibilities include:

- Standardization of PM Tools
- Process Improvements
- RFP/SOW Preparation and Review
- Establishment of Organizational Methodologies
- Structuring of new Product/Service Offerings
- Drive Organizational Results
- Deliver strategic technology solutions for customers

Sapien Software

Sr. Project Manager / Portfolio Manager

March 2010 - November 2011 (1 year 9 months)

Roles and Responsibilities include:

1. Project Management of HRMS implementations such as:

- Benefits Administration
- Compensation Management
- Applicant Tracking
- Employee and Manager Self Service
- Payroll Integration
- Benefit Provider Integration
- Many other customized HR Management, Planning and Work Flow Technologies

2. Portfolio Management of large, global (multi-national) companies utilizing an integrated, single-source, on-demand HRMS solution.

3. Direct oversight of Business Analysts, Technical Writers, Developers and Quality Assurance Analysts.

4. Additional roles/responsibilities:

- Chair Executive Steering and Project Status Meetings
- Project Governance
- Product Release Management
- Vendor Management
- Process Improvement
- Quality Control
- Act as a liaison to Client Relations Group, Environment Support and Data Center Operations
- Organizational Development
- Client Relationship Management

- Risk Management

ADP Business Solutions

Project Leader

2004 - 2009 (5 years)

Project managed the delivery of reengineered functionality for a suite of client-facing, internet based payroll services products that included revenue growth from \$2.1 million to over \$30.5 million, and a substantial expansion of the client and user base. Managed multiple, concurrent projects while aligning technology with business strategy. Served as liaison between all distributed IT organizations (U.S./India) and regional offices across the U.S. Engaged in all phases of the PLC from requirement gathering through roll-out. Built comprehensive project plans, directed and monitored project tasks and reported project status and potential risks to all stakeholders. Coordinated all issue resolution meetings, tracked all project risks/issues and drove the necessary business priority and corrective action for and timing of project/business critical issues. Authorized change control requests and influenced development task priorities based on customer needs. Responsible for all go/no go release decisions.

- * Provided cross-functional leadership throughout entire PLC while ensuring that all requirements and roll out success criteria was met.

- * Tracked all project issues, assigned roles/responsibilities for action plans, facilitated issue resolution meetings and drove corrective action and negotiated timeframes for issue resolution.

- * Produced technical user documentation for Regional offices across the U.S.

- * Produced key product statistics, performance data and status reports regularly to all project stakeholders.

- * Developed and presented high level overviews to Regional Office Senior Management to ensure new product/service readiness.

- * Produced customer requirements, statutory compliance impact analysis, risk assessments, user guides, support escalation models and procedural/service impact documents

- * Authorized scope changes and prioritized new product work orders.

* Responsible for all go/no go product release decisions.

Automatic Data Processing

Project Leader

1999 - 2004 (5 years)

Led a diverse team of full-time Sr. Quality Assurance professionals and consultants to test and certify major components of a new, internet-enabled, multi-tiered, Payroll and HR system, a key strategic initiative that was funded more than \$350 million. Scoped all team efforts based on required deliverables, built comprehensive project plans, developed team member roles, delegated assignments and was held accountable for team performance in an agile software development culture. Produced all key project metrics and status to senior management. Provided hands-on technical assistance to team and was responsible for providing IT Sr. Director with input for performance appraisals.

* Engaged architects, business analysts and developers to review complex architectural diagrams, high-level product requirements and critical test environment needs.

* Ensured 100% test coverage and by providing work breakdown structures, accurate time and resource allocation to senior management.

* Provided all key information for budget preparation and secured funding to support all hardware and software needs to complete team objectives.

* Assembled a high performance team by effective coaching and mentoring throughout entire PLC/SDLC. Attained high team morale through providing opportunities to work on varying tasks and learn new technology.

* Established all version control for initial software releases and assembled the entire workflow for the defect tracking system.

* Achieved all team objectives/project milestones on time: Alpha Test, Beta Test and the product's official launch.

Automatic Data Processing, Inc.

13 years 4 months

Lead Product Assurance Engineer

September 1995 - September 1999 (4 years 1 month)

Oversaw multiple, concurrent Quality Assurance projects. Responsible for mentoring junior level team members on organizational process, SDLC methodology and training of defect tracking system.

- * Initiated process improvements and produced software test metrics to senior management.

- * Compiled and distributed Test Summary reports to all business partners prior to software release enabling business to make effective go/no go decisions.

Senior Product Assurance Engineer

September 1993 - September 1995 (2 years 1 month)

Conducted hands-on analysis and testing of client-server, mainframe and workstation applications. Responsible for testing of multiple applications, production of weekly test statistics and enforcement of peer review sessions for all test plans.

Senior Key Account Manager

September 1990 - September 1993 (3 years 1 month)

Managed customer service, client training and implementation of new products and services for a client base consisting of several National Accounts worth revenue of over \$2 million.

- * Selected for Quarter Improvement Team by Regional VP of Operations. Established key process improvements and best practices.

- * Supported National Account clients by proactive on-site visits to build strong relationships, provide consultation on value-added services, product training and technical troubleshooting.

District Manager

June 1988 - September 1990 (2 years 4 months)

Sold Payroll and Human Resource Outsourcing Services.

- * Achieved President's Club 1989 for exceeding sales quota.

Account Manager

June 1986 - June 1988 (2 years 1 month)

Provided on-site client support and training, customer service and sold additional business to assigned client base.

* Recognized as a top 25 sales performer nationwide.

Education

Kean University

BS, Management Science · (1982 - 1986)