* Develops and maintains training materials and training environment for systems training.
* Ensures documentation (i.e., project plans, test plans, policies and procedures) is accurate, acceptable, and in accordance with Integrated Delivery System standards and policies.
* Determines staff resource needs for analysts, programmers, vendors, user personnel, consultants, and equipment by assessing the size, duration, scope, and complexity of the project.
* Build and improve relationships with customers and stakeholders.
* Educate and inform customers about services, policies, and processes.
* Ensures user acceptance of changes based on functional requirements.
* Kept business leaders and stakeholder up to date on the status of project as well as controlled the risk factor.
* Worked directly with upper management to improve business processes.
* Conducted risk analysis to identify potential threats and recommend mitigation strategies.
* Performed risk assessments as part of compliance, audit, or project planning.
* Streamlined workflows to increase efficiency and reduce redundancies.

Builders Choice / Houston, TX / November 2020 (Remote)– August 2022

* Ensures documentation (i.e., Court Documents, RCA’s, Notice to Proceed and PO Request) is accurate, acceptable, and in accordance with HCTRA policies.
* Build and improve relationships with customers and stakeholders.
* Tolling Ops process Improvement including identifying Risk involved with the project.
* Educate and inform team members about new processes and policies.
* Ensures user acceptance of changes based on functional requirements.
* Manage a budget of $494M for All Electric Tolling Program
* Keeps team members informed on high risks and major projects and operational processes.
* Improved the invoice process to meet department goals.
* Works closely with administrative group to improve obstacles they are facing.
* Works closely with IT Portfolio Team to improve processes and Risk.

Milligan Partners/ Harris County Toll Road Authority AET / Houston, TX / July 21, 2022 – Current

**Project Coordinator/IT Business Analyst**

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**Project Coordinator**

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1989Sarahbelle@gmail.com

**PROFESSIONAL EXPERIENCE**

Sarah St. Andre

Innovative, analytical, and **results-oriented** professional with 6+ years’ experience in IT business analysis and project management. Leverages strong **problem-solving** skills in analyzing complex issues and delivering effective and efficient technological solutions. Demonstrates **excellent leadership** and **interpersonal abilities** in dealing with individuals at all levels of the organization.

* Contract & Price Negotiation
* Budgeting, Planning & Forecasting
* Project Portfolio Management
* Team Building and Leadership
* Process Transformation
* Change Management
* S

Seeking a project management position to manage and lead successful projects that will enable and support business goals and objectives through technology.

**COMPETENCIES**

**CAREER OBJECTIVE**

(832) 535-5097

**CONTACTS**

* Collaborates with internal core stakeholders to identify system issues and process needs.
* Developed risk mitigation plans based on thorough risk evaluation
* Define and determine role of project management in each project, including specific roles and responsibilities for each project member.
* Develops and maintains training materials and training environment for systems training.
* Provide hands-on project management and actively manage project plan, deliverables, dependencies, and outcome for selected project(s) as approved by senior management and key stakeholders.
* Identify and manage overall project dependencies and ensure project deliverables stay on-time, on-target, and on-budget.
* Key Accomplishments:
  + Re-negotiated building contract to realized savings of $250K/annually.
  + Managed the transition from Cisco Jabber to Microsoft Teams
  + Manage a budget of $4M for IT

Pilot Travel Centers / Houston, TX / September 2019 – December 2021

**Project Coordinator/IT Business Analyst**

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* Cisco
* Gallant
* Facilitate business requirement meetings between IT and business.
* Reviews all user documentation. Monitors testing
* Manages resources in accordance with project schedules.
* Conduct training seminar for SAP Purchase Requisition process
* Ensures issues are identified, tracked, reported on and resolved in a timely manner.
* Monitored and reported on key risk indicators (KRIs) to ensure organizational preparedness.
* Communicate design to all stakeholders and varying levels of the organization.
* Key Accomplishments:
  + SAP Purchase Requisition
    - Develop, train, and implement SAP Purchase Requisition process.
  + Implementation Successfactors
    - Assist with implementation of new HRIS system.
  + Re-negotiated Microsoft Enterprise Agreement
    - Savings of $600K over 3 years

Par Pacific Holdings, Inc / Houston, TX / November 2017 – September 2019

**Project Coordinator**

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**IT Business Analyst**

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Upright Constructors / August 2010 – November 2017

* Ensure customer satisfaction. Support proposal creation process considering pricing of materials, equipment, and labor.
* Responsible to gather requirements from business stakeholders by conducting brainstorm sessions/workshops/interviews and create functional specification document and define technical specifications.
* Communicate with clients continuously to ensure understanding regarding results and timeline while increasing referral opportunities and customer retention.
* Project Managed numerous construction jobs simultaneously for a team of 15 with successful outcomes on-time and on budget.
* Perform payroll, including calculating and confirming accurate timesheets. Document dispatch records including equipment rental and costs incurred for management budget.
* Identified process risk and made recommendations to improve the process.
* Key Accomplishments
  + Successfully delivered 5 construction projects by managing and collaborating with 15 personnel, $5M revenue generated.
  + Manage Windows 10 migration project (from Windows 7 to Windows 10

Lone Star College

Associate of Art

Houston, Texas

**EDUCATION**

* Microsoft
* AspireHR
* AWS
* Rubrik
* SAP
* Ultipro
* SAP Successfactors
* Workday

**Third Party Partnerships**