

Cheryl Cannon

Manager, Program Administration - Integrated Services - Finance & Administration - PMI

Springfield, PA - Email me on Indeed: [indeed.com/r/Cheryl-Cannon/e58cb8a73a0637ae](https://www.indeed.com/r/Cheryl-Cannon/e58cb8a73a0637ae)

WORK EXPERIENCE

Manager, Program Administration - Integrated Services - Finance & Administration

PMI - Newtown Square, PA - 2014 to Present

Newtown Square, Pennsylvania • 2014-Present

Manager, Program Administration - Integrated Services - Finance & Administration

- Contribute to long-term strategic organizational plans through business planning transformed into detailed initiatives.
- Act as an expert on strategic engagements advising business partners and stakeholders on innovative and emerging products and technologies through research, business case development and benefit realization planning.
- Identify and lead multiple initiatives requiring replacement of manual process with innovative technology to improve customer satisfaction and internal business streams from reporting and key performance indicators (KPIs).
- Partner with global vendors and government entities to identify service and delivery gaps to improve business relationships.
- Identify, evaluate, and execute strategic cross-functional business and technology solutions based on financial and market analysis accomplishing objectives and goals of the organization.
- Lead and develop effective performance management for both short and long-term sequential needs to ensure the appropriate talent delivered on strategic goals, with a core direct staff of 13.

Director/Principle Business Liaison Officer - Chief Relationship Office

AMTRAK - Philadelphia, PA - 2007 to 2014

- Led and directed technology related strategic planning, project development and implementation for all partners and stakeholders, business units, and operational divisions.
- Created and utilized key performance metrics (KPIs) and data analytics to evaluate existing technologies, policies, practices, and program evaluations to recommend enhancements as required to meet multiple business goals and objectives.
- Reviewed and assisted with decisions for proposed new systems, networks, and software designs for new services and programs.
- Procured multi-year vendor contracts which collaborated vendors and end users on a daily basis and ensured contract requirements were met and all activities performed in compliance with the terms of the contract through vendor management.
- Acted as a subject matter expert for marketing and IT initiatives ensuring successful business decisions and solutions through benefit realization planning to increase profitability, productivity, and return on investments.
- Directed quality assurance efforts to maximize safety first initiatives to minimize employee and customer injuries and fatalities by implementing government safety laws into the labor management systems (LMS).
- Worked with multiple teams to design training programs for upload into the Learning Management System (LMS).
- Led and developed effective performance management for both short and long-term sequential needs to ensure the appropriate talent delivered on strategic goals, with a core direct staff of 6 and extended staff of 20 or more.

Senior Project Manager - Amtrak - Information Technology/Systems Engineering

INTERNATIONAL LOGIC SYSTEMS INC - Philadelphia, PA - 2007 to 2007

Lead System/Business Analyst - Consultant - EIS

CDI CORPORATION - Philadelphia, PA - 2006 to 2007

Application and Business Delivery

Senior Project Manager/Business Analyst Consultant - CIGNA Corporation

AJILON CONSULTING - Media, PA - 2005 to 2006

SIQM

Senior Project Manager/ Testing Manager

SYNOPSIS TECHNOLOGY INC - Spring House, PA - 2005 to 2005

Consultant - EMARS

Systems Testing Manager

EDS - Horsham, PA - 2004 to 2005

Consultant GMAC - Lendscape

QA Manager/Senior Programmer - DuPont & Comcast

ACCENTURE - Philadelphia, PA - 2003 to 2004

Product/Implementation Manager - Financial Software Project Services

SANCHEZ COMPUTER ASSOCIATES - Malvern, PA - 2000 to 2002

Business Liaison/Network Administrator - Operations Unit and Financial Project Services

MADISON BANK - 1999 to 2000

Product/Implementation Manager - Liquidity Management Unit

SEI INVESTMENTS - Oaks, PA - 1998 to 1999

AVP Operations/IT Manager and Business Systems Manager

CORESTATES BANK - Philadelphia, PA - 1991 to 1998

Financial Project Services

EDUCATION

Doctorate in Management Information Systems

University of Phoenix - Philadelphia, PA

Master of Business Administration in Technology Management

University of Phoenix - Philadelphia, PA

Bachelor of Science in Management Information Systems

Pierce College - Philadelphia, PA

SKILLS

budget (Less than 1 year), Business Development (Less than 1 year), Change Management (Less than 1 year), PROJECT MANAGEMENT (3 years), training (7 years)

ADDITIONAL INFORMATION

CORE COMPETENCIES

- ◆ Implementation Methodologies ◆ Change Management ◆ Process Redesign
- ◆ Strategic Management ◆ Project Management ◆ Business Development
- ◆ Training & Mentoring ◆ Budget Planning/Analysis ◆ Team Building
- ◆ Relationship Building & Coaching ◆ Information Systems ◆ Cost Analysis