

Carl de Leon, PMP

Austin, TX

carl.d.deleon@gmail.com — 512.968.2606

SUMMARY

Professional services program/project manager with experience managing full life cycle enterprise SaaS delivery, including coordinating multiple initiatives across internal, client, and third-party strategic, business, technical, and executive stakeholders

EXPERIENCE

2017 – 2019
Austin, TX

Services Program and Project Management Consultant (Contract), MVPindex (formerly Umbel)

- Premium Activation project management -- managed client delivery of customized digital fan/audience experiences and associated services
- Developed processes, standards, tools and templates to enable scalability and visibility into services operations for the teams and leadership
- Coached client services team members on project management best practices
- Managed services team Smartsheet implementation
- Program managed platform deprecation and change management -- included identifying impacts and risks and facilitating work sessions with stakeholders across the business to establish transition plans

2014 – 2016
Austin, TX

Sprinklr, Professional Services

2015 – 2016

Senior Project Manager

Managed larger, complex enterprise professional services programs and projects for SaaS social media management platform

- Primary client contact responsible for timely delivery of scoped services and managing client expectations throughout engagements from sales close through project closure
- Integrated work streams and deliverables covering full breadth of services offerings, including: core platform enablement, strategic services, social listening, ads management, command center/visualization, advocacy, content management, API consumption and custom development projects
- Managed scope, timeline, budget, resources, risks, issues and escalations
- Directed activities for team members within and outside direct responsibility, including product, support, development, client, agency and integration partners
- Managed client-facing and internal status reporting, including documenting regular status updates and facilitating weekly status meetings and reporting project metrics for practice management

2014 – 2015

Enablement Consultant

Managed SaaS social media management platform implementations from sales close through go-live and optimization

- Discovered requirements for new clients to establish success criteria for implementations
- Designed and configured the appropriate solution to meet all requirements and to fulfill client expectations regarding platform use cases and functionality
- Ensured that all client users were trained properly and in a timely manner
- Completed deployment execution in anticipation of future client needs and to scale for new business requirements that may arise
- Facilitated transition to the Success organization to support long-term success

2010 – 2014
Austin, TX

Implementation Project Manager, Alchemy Systems

Implemented interactive group-based e-learning delivery and learning management system

- Primary consultant for concurrent client projects
- Managed engagements up to \$1.7M in value
- Managed implementations from sales close through client go-live
- Validate requirements/specifications and configure LMS, hardware and installation packages
- Managed integration with client HR systems
- Responsible for driving rapid adoption of the system for clients to quickly recognize business value

2008 – 2009
Austin, TX

Client Success Consultant, QuickArrow (acquired by NetSuite)

Implemented Software as a Service (SaaS) Professional Services Automation application

- Primary business and technical consultant for concurrent client projects
- Managed on-site and remote engagements resulting in satisfied clients and successful software implementations
- Project manager for implementations from sales close through client go-live
- Independently led in-depth discovery and configuration sessions with client stakeholders to assess business goals, operations and processes and align application configuration accordingly
- Defined client requirements and documented specifications
- Trained client stakeholders

2006 – 2008
Austin, TX

Program Manager, CompassLearning Product Development Group

Managed educational software product development (preK-12)

2003 - 2005
Piscataway, NJ

e-Learning Specialist, GE Healthcare, Bio-Sciences (formerly Amersham Biosciences) Scientific Training & Education

Led planning, development and integration of instructional technology initiatives

2002 - 2003
Austin, TX

Independent Consultant

Project management and e-Learning/instructional design consulting

1993 – 2001

Manager, Accenture (formerly Andersen Consulting)

Organization & Human Performance Practice

Managed consulting engagements for learning and change management initiatives in support of enterprise system integration efforts

2000 – 2001
Austin, TX
1993 - 2000
Metro New York

EDUCATION

University at Albany, State University of New York

- **M.A.**, Communication, Organizational Communication concentration
- **B.A.**, Cum Laude, double major - English and Communication
- Honors in English

CERTIFICATIONS

Certified Project Management Professional, Project Management Institute (PMI-PMP), Oct. 2011 (#1463034)

Certified ScrumMaster (CSM), Scrum Alliance, Dec. 2018

Certified e-Learning Specialist, Langevin Learning Services