**BUSINESS PROJECT | PROCESS | RELATIONSHIP MANAGER**

Highly-skilled positive results-producing Business Project | Process | Relationship Manager with strong business acumen and extensive experience in both the business and functional domains of the information technology services and telecommunications industries including:

* Broad experience helping technical and business organizations achieve strategic and tactical objectives.
* Delivered project planning, design, build, implement, and support services for enterprise systems.
* Strong business domain knowledge and experience in marketing, sales, product development, and finance.
* Mastered productivity tools, developed business cases, ROI Analyses, Gap Analyses, Cost/Benefit Analyses, closed sales and implemented enterprise systems (HRIS; HR & Benefits Admin., Payroll, Financial, Compliance).
* Project Executive for implementation of various client solutions (ERP, CRM, BPO, KM) including Release Readiness, Milestones and Go/No-Go reviews.
* Strong technology background, communications, complex problem solving, Six Sigma methods and management skills (DMAIC | business process transformation | continuous improvement).

Areas of Expertise

* Estimation of Project Resource Requirements
* Development of Work Breakdown Structure
* Project Risk Identification and Plan Development
* Utilize Six Sigma Methods and Analysis
* Strong Relationship Management Skills
* Project Lifecycle Management
* Project Scope, Goals, Deliverables Definition
* Develop and Track Project Plans
* Manage Milestones, Dependencies, Critical Path
* Waterfall and Agile Development Methodologies

professional experience

**SR. PROJECT MANAGER –** PROFESSIONAL SERVICES GROUP OF CENTRAL NJ

Somerville, NJ 4/2015 to Present

Project Manager for Hot Job Leads Initiative, one of three “flagship” project initiatives for 2017:

* Design, create and administer survey instrument for past and current members to capture experience and utility with existing Hot Job Leads system. Analyze results and recommend new approach to Executive Committee.
* Design, create, implement and manage a streamlined fully-integrated into “Talent Network” hidden job advertising system for community members.
* Used Six Sigma methods to create a value model that weights the role, tasks/activities and training of active members to their monthly performance and equates that performance level with a numerical representation based on stars. This star monthly rating will appear in the member's profile (Talent Network database) and be used to differentiate performance levels of members.

**SENIOR PROJECT MANAGER -** Business Growth Services Group, LLC,

Somerset, NJ 6/2013 to Present

For a software company in Pennsylvania (I & I Software), build partnerships and manage the introduction of next-generation pattern-based analytics tools, create and implement a partnership strategy to develop new professional services practices and identify and drive new sourcing relationships to grow staff augmentation portfolio.

* Developed and implemented marketing and sales infrastructure to enable the identification and pursuit of new business opportunities for next-generation pattern-based analytics. Developed opportunities in the healthcare and higher education industries.
* Identified and implemented new partnership relationships with next-generation ERP industry leading company and extract, transform & load (ETL) companies.
* Developed a marketing and sales infrastructure for a start-up data and visualization services company (IDIA Labs).
* Developed a sales infrastructure and lead generation capability for retail energy industry learning management solutions start-up company (Retail Energy Academy).

**SENIOR PROJECT MANAGER -** STRATEGIC HUMAN RESOURCES, INC.,Princeton, NJ 06/2010 to 7/2013

Generate new business and manage the coordination and alignment of multiple customer projects focused on disciplines in the areas of schedule and quality management, communications management, cost management, risk/issue management and change management. Used Six Sigma analysis methods (Analysis of Variance - ANOVA) to analyze a multitude of Cultural Audit data collected in various ways to determine underlying drivers of organizational behavior and shape the strategy for recommended change management initiatives.

* Created and closed new business opportunities resulting in 12% increase in revenue.
* Interacted with a wide range of business stakeholders to benchmark best practices, identify gaps and develop strategic and tactical plans to drive implementation of change management initiatives.
* Ensured quality and accuracy of data capture process associated with employee surveys, statistical analysis of survey data and development of executive presentations of findings and proposals.
* Drafted and maintained all project documentation including statement of work, project plan, issues list and risk register.
* Present project artifacts and documentation that gained formal concurrence of business leaders.

**STRATEGIC SOLUTIONS MANAGER –** ADP, Inc., Roseland, New Jersey 05/2005 to 05/2010

NATIONAL ACCOUNT SERVICES

Matrix-managed local sales teams (New Jersey, New York City, Philadelphia, and Boston) to identify and create sales cycles for new Payroll/HR/Benefits Administration and Financial & Compliance Services opportunities. Worked with client’s HRIS systems and staffs to provide Payroll, HR & Benefits Administration outsourcing to ADP. Used Six Sigma methods to systematically determine the drivers of costs for an organization's employee payment process and supporting infrastructure. Created data collection and assessment tools and methods and constructed a Return-On-Investment tool that enabled decision-makers to understand the positive financial impact of moving away from paying employees by paper check to paperless payment for all employees. Functioned as Project Executive through implementation including Release Readiness and process improvement reviews.

* Project-managed sales and systems consultant team in opportunity process analysis, construction of value proposition and proposal, presentation to executive management, price negotiation and functioned as Project Executive during implementation.
* Created and managed ADP’s sponsorship relationship of New Jersey, Connecticut and Boston Chapters of Financial Executives International (FEI) as executive sales-lead generation relationship.
* Generated new BPO/HRO business exceeding $6.5 million in total contract value.
* Member of President’s Club in 2009.

**DIRECTOR of MARKETING-** MTS, Inc., Piscataway, New Jersey 01/2004 to 12/2004

Developed a marketing infrastructure and greater lead generation capabilities to facilitate product launch of call accounting, expense management and billing solutions in Americas.

* Project Executive for MTS’ participation in 12 major industry trade shows in ten months with partners including Cisco, Avaya and Northern Telecom, 3Com, NEC, Mitel, Ericson and Alcatel. Measured return-on-investment of each show individually and at program level; achieved positive ROI.
* Generated 600+ prospects, creating more than 30 opportunities for MTS to participate in RFPs/RFIs/new business, facilitating recognition of MTS as an industry leader.
* Signed, implemented and managed a new channel partner relationship (Alliance Partner) for MTS with Avnet Enterprise Solutions focused on 14 branch locations throughout the U.S. selling VOIP solutions.

**BUSINESS DEVELOPMENT DIRECTOR -** INNODATA CORPORATION, Hackensack, NJ 03/2002 to 11/2003

Recruited by the CEO of the world’s largest digital content services company to develop a practical and coherent plan that would enable the organization to migrate away from a project-driven model to one that is more outsourcing-focused (production facilities in Philippines, India, Sri Lanka). Sell content supply chain services to largest global publishers, commercial content providers, and Fortune 1000 companies. Functioned as Project Executive through implementation.

* Generated new business opportunities of $12M; closed $3.0M legal editorial BPO deal (large legal publisher in U.S.) outsourcing research and legal editorial writing to Philippines resulting in reducing development costs by 52% and improving the development process (improved efficiency). Target was $2.5M.
* Created business process outsourcing sales model/template for Innodata; prototype adopted by sales organization and used broadly to facilitate new opportunities. Project-managed delivery team through implementation.

**ENGAGEMENT MANAGER -** EDS, Inc.New York, New York 05/2000 to 02/2002

Developed business process outsourcing opportunities for the northeast U.S. region. Project-managed a sales pursuit team consisting of A.T. Kearney management consultants, BPO delivery consultants, and IT infrastructure outsourcing consultants. Sales and project certified by EDS’s Global Sales Institute Bachelor’s Program which focused on the transformation and outsourcing of IT infrastructures and business processes. Functioned as Project Executive through implementation including Release Readiness and process improvement reviews.

* Generated new BPO opportunities that exceeded $200 million by actively networking and cold calling into the executive level at top 5 New York media companies; closed $9.3M Call Center deal in 7 months.
* Generated a CRM/KM/EBPP sales pipeline that exceeded $23.5M by working with EDS Sales Teams and Alliance Partner sales resources. Closed $1.0M in KM new business (largest tax preparation firm; heavy equipment manufacturer) and $1.2M in EBPP (utility services firm).

**SOLUTIONS PRINCIPAL -** XEROX GLOBAL SERVICES, New York, New York 03/1998 to 05/2000

Drove both sales and business development opportunities for the company’s business solutions which included eBusiness (value chain management, web-site development), Knowledge Management (Document Management, Workflow, Digital Rights Management), Customer Relationship Management (Sales Force Automation & Customer Support), Managed Services (Help Desk, Break/Fix), Network and Application Outsourcing. Functioned as Project Executive through implementation.

* Generated $1.4 million of new business in selling Information Technology Solutions to Fortune 1,000 companies (Target was $1.25M).
* Built and then leveraged relationships with Xerox equipment sales professionals directly leading to the closure of a comprehensive eBusiness consulting and website development solution for a hosiery manufacturer, a database design and development engagement for a major cosmetics company, and a data center migration for an industry leading publisher. Project-managed delivery team through implementation including Release Readiness and process improvement reviews.

**SENIOR CONSULTANT | PROJECT MANAGER -** NCR CORPORATION06/1996 to 02/1998

Recruited specifically to provide project ownership and leadership for creating the strategic vision and tactical implementation of the Year 2000 consulting service business unit within the Communications Industry Group.

* Project leadership role in developing the company’s Y2K services program, taking it from the conceptual phase, and growing it to one generating more than $30 million. Accomplished this by identifying and forming cost effective strategic partnerships/alliances with appropriate domestic and international organizations, and developing subcontractor relationships with other third-party organizations.

**EARLIER ACCOMPLISHMENTS:**

**AT&T CORPORATION**  1985 to 1996

*$68 billion diversified provider of communications hardware/software/services, computing hardware & services, professional services and managed services.*

* District Project Manager, Global Strategy & nbd – At&t network systems
* **District Program Manager, New Business Development – AT&T Consumer Services**
* **Division Program Manager, Product Information & Software Distribution – AT&T Computer Systems**

education and skills development:

**M.B.A. INTERNATIONAL BUSINESS**, Fairleigh Dickinson University, Madison, New Jersey

**B.B.A. BUSINESS & COMPUTER INFORMATION SYSTEMS**, Pace University, New York, New York

**PROJECT MANAGEMENT PROFESSIONAL (PMP - #1392446) Certification:** **Project Management Institute (PMI)**

**SIX SIGMA BLACK BELT (CSSBB #18471) Certification: American Society of Quality (ASQ)**

**SCRUM MASTER CERTIFIED (SMC #583668) Certification: SCRUMstudy**

**ITIL FOUNDATION TRAINED: MyITstudy (MyCertinfotech)**

**NATIONWIDE MORTGAGE LICENSING SYSTEM (NMLS) - #971714**

**EXECUTIVE MANAGEMENT PROGRAM:** Thunderbird American Graduate School of International Management, Glendale, Arizona; Certificate: Managerial Issues in Global Enterprises

SKILLS/TECHNOLOGIES:

Project Management (PMP | PMI), Six Sigma Black Belt (ASQ | CSSBB), SDLC, PMLC, Stage Gate Process, Use Case Analysis/ Design, CRM, ERP, Workflow Analysis, Microsoft (Access, Excel, Outlook, PowerPoint, Project, SharePoint, Visio, Word), Salesforce.com, Wire-line, Wireless, PBX, WAN/LAN, VPN, WiFi, LTE, ATM, VOIP, SLAs, Managed Services, Billing, Provisioning, Operations, Pattern-Based Analytics (Quantum Leap Analyst), Retail Mortgage Banking Technology (Encompass 360, Reverse Vision), Slack, Tableau (currently learning).

**ASSOCIATIONS:**



**PROJECT MANAGEMENT INSTITUTE (PMI)** ( <http://www.pmi.org/> )

**PMI – NEW JERSEY CHAPTER** ( <http://www.pmi-nj.org/> )

**AMERICAN SOCIETY FOR QUALITY (ASQ)** (<http://www.asq.org/> )