**Kyla M. Porter**

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Professional Profile

* Sr. IT Agile Program Manager/Project Manager/Certified SCRUM Master® with extensive experience providing over 15+ years in strategic project planning for Agile and Waterfall deployments of IT infrastructure, software (SDLC) and system conversions.
* Industry background ranges in areas such as, Retail, Telecommunications, Mortgage, Airline, and Web/eCommerce
  + Strong knowledge of Project Management/PMO principles, practices. Strong knowledge of Agile SCRUM techniques using **Rally®** Software Tools
  + Outstanding documentations, analytical, and organizational skills with excellent leadership and communication skills; detail oriented
* Proven ability to analyze business and system development needs of current software technology teams within IT
* Highly skilled functional and technical expertise. Proficient in project managing development within various mainstream technical languages (i.e. ASP.NET, Java/JSON, JIRA, .NET4.0, MVC3, Microsoft, SQL Server, SSIS (Sequel Server Integration Services)

Career Highlights

**Vistra Energy,** Las Colinas 3/2017 -Present

**Agile Scrum Master -Technology PMO**

Responsible for establishing, managing and implementing Vistra Energy program management methodology designed to provide for a common execution strategy that enhances project organization, communication and quality delivery of TS-related strategic initiatives that meet business objectives.  Also be responsible for managing a given portfolio of projects delivering results aligned with the business’s requirements and priorities mentoring junior team members. Promote the consistent, efficient and effective delivery of TS-related initiatives per schedule, budget and business objectives, as well as provide for a program level tracking and reporting mechanism.

**MoneyGram International (via KEYOT),** Dallas, Texas Contract, 9/2016 – 3/ 2017

**Consultant - Sr IT Project Manager (Compliance)**

Manage multiple projects to ensure MoneyGram’s compliance with DPA mandates and Anti-Money Laundering regulatory requirements for 2017. ensure thorough and detailed documentation that can be understood and efficiently digested by all team members as well as have a strong process background to drive new processes throughout the organization. Served as the lead for the team driving the project, budget, resources and resolving risk/mitigation plans.

* Solutions developed using AWS, Java, Paas, Cloud technology
* Project planning development
* Status reporting, communications planning and management
* Facilitating workshops/training sessions on the new service offering
* Obtaining buy in from your primary stakeholders
* Driving consensus from all customers

**KMP Consulting,** Dallas, Texas Contract, 2/2015 – 9/2016

**SCRUM Manager/ Program Manager**

Manage multiple large projects .Overseeing the assignment and implementation of projects to project managers within the team by developing or coordinating project plans, facilitation of meetings, gaining consensus and creating appropriate communication to offices or status to senior management.

* Project charter and Project planning development
* Quality planning and management
* Status reporting, communications planning and management
* Scope management including WBS development and deliverable definition
* Incorporate risk mitigation strategy and contingency plan
* Project schedule development and management
* Track and manage costs and perform analysis that reflects actual vs. planned variances
* Change Management

**AT&T eStrategy Program,** Dallas, Texas Contract, 9/2013 – 2/2015

**Sr. Agile IT eCommerce Program Manager/SCRUM Master**

Conducted end-to-end project management activities and lead several delivery teams to successfully deliver complex projects which spanned multiple regions, functions and or business units. Lead delivery teams to deliver shippable code or quality working tested software for each iteration. Facilitated agile ceremonies including Release Planning, Iteration Planning, Demonstrations and Retrospectives for assigned workstreams. Worked closely with the Product Owner and Product analyst to help team understand the vision and roadmap. Participated in Product Definition team to help groom and prioritize the backlog as well as prepare stories to the right level for the delivery team. Responsible for ensuring risk, change and dependency management are effective. Tracks and reports on project schedule and cost and communicates to Program office and stakeholders. Ensured timely decision making occurs at the appropriate level and that escalation is done as necessary. Mentored the team on agile values, principles and practices. Acted as liaison with regions, IT, vendors and others as needed, providing communication and status regarding the progress of the project.

**VHA,** Las Colinas, Texas Contract, 4/2013 – 9/2013

**Sr. Program Manager/SCRUM Master – MIS**

Responsible for collaboratively working with Business Stakeholders, MIS Portfolio Managers, MIS Resource Managers, and pooled technical resources in the establishment of clear project goals, objectives, requirements, work plans, schedules and budgets.  Lead project teams and responsible for delivering projects on time, within scope, budget and with quality in accordance with the project charter’s criteria. Responsible for ensuring project risks are identified, evaluated and controlled through appropriate mitigation efforts in conjunction with the other relevant project roles and project team members (e.g. solution architect, enterprise architect, deployment manager, etc.). Employ project management techniques involving planning and managing SCRUM iterations of work toward defined objectives, project estimation, status meetings tailored to different audiences, and change management during the course of a project.

**Pier 1 Imports,** Ft. Worth, Texas Contract, 1/ 2010 – 4/2013

**Sr. Project Manager/SCRUM Master**

Served as Sr Project Manager and SCRUM Master for deploying both new and existing applications within Information Services. Served as the liaison between executive management and the development team. Conducted routine steering committee meetings with stakeholders for communicating metrics and budget updates via dashboards, flow charts, and status update templates. Successfully managed and deployed a 1.6M budgeted project for implementing a brand new home grown application for the Planning and Allocations department that has since provided a substantial ROI by tracking bottlenecks. Using BPM practices assisted with “as is” and “to be” analysis for creating process flows improving and streamlining business processes within the team. In addition, successfully deployed upgrades/UI enhancement for an existing home grown app for the Merchandising, Import Compliance, and Marketing teams.

**NEC SYSTEMS,** Dallas, Texas Contract, 2009 2009

**Retail Project Manager – (7-Eleven)**

Deployed Software Development Projects for one of NEC’s top retail customers. Worked a large scale project which affected the global operations for 7-Eleven. Applied PMP knowledge by successfully integrating NEC ‘s RUD methodologies for optimal SDLC best practices for the customer. Applied operational support needed to keep systems optimized for multiple retail outlet divisions with numerous suppliers and a broad distribution network.

**FEDEX OFFICE,** Dallas, Texas Permanent, 2006-2009

**Sr. Project Manager – Credit Card Systems**

Responsible for application development lifecycle and management of projects related to the upgrade, maintenance, and enhancements of the revenue and tax applications. In charge of ensuring collaboration between technology partners and business partners at all levels of the organizations by managing the tasks of the applications team but tactfully managing the end to end development lifecycle in order to support the success of application releases and projects related to the application.

* Work directly with Application Manager on creating and executing project and release work plans,
* Work with project team members in various business areas to analyze impact of new and existing system projects and to manage joint application development plans
* Support development team in designing, building deploying and supporting changes to systems
* Assist Application owners with upgrades by completing full end-to-end testing responsibilities (Business and Technical Requirements, test plan, test cases and QA)

**Project Manager/Business Analyst II- Operations**

* Assist with the rollout of the Order To Pay POS system scheduled release.
* Served as functional head of the team responsible for the “ Design” and some “Execution” for tracking both the identification of existing processes and the design of "to-be" processes. Developed project metrics for reporting to executive management (i.e., Project Dashboard, Project Timelines)
* Perform gap analysis of assigned projects/work streams
* Conduct Workshops/JAD Sessions with Field and Business Team Members to define problem and proposed solution for assigned project/work stream
* Develop Functional Specs, Use Case Scenarios and Business Requirements for assigned projects/work streams under the project umbrella and any additional project deliverables (Traceability Matrix, Agenda Presentations, Screenshot Flows, Process Flow Diagrams)

**GMAC MORTGAGE CORPORATION,** Lewisville, Texas Contract, 2005 - 2006

**Sr. Project Manager - Infrastructure**

* Work with Program Manager to assist in management of completing the rollout of infrastructure implementations into an Enterprise Environment for expired NT equipment
* Conduct JAD Sessions with Business and IT groups to discuss new projects and updates on-going projects
* Analyze and report on project and resource information that impact IT Infrastructure resources
* Interface with the Business to mitigate issues impacting IT infrastructure resources
* Provide initial project overview and work with the business unit to coordinate technical task flow
* Assist in various levels of research on projects for IT Infrastructure projects
* Analyze and evaluate of project activities that impact strategy, performance or support process change and functions as a liaison between IT Managers / staff, and Business Managers / staff.
* Assist PMO in Resource planning/allocation for the project portfolio

**EMC MORTGAGE CORPORATION,** Irving Texas  Contract, 2005 - 2005

**IT Project Manager/Sr Business Analyst**

* Analyze and define efficient, cost effective solutions for pre-defined project scopes that support user business processes and functional requirements on .NET and IT projects using SDLC methodology
* Facilitate project working sessions with key stakeholders and communicate potential risks
* Write clear and complete Detailed Business Requirement specifications for client server platforms
* Provide weekly status on project milestones, alerting business user/management of any potential delays

**EVERCOM SYSTEMS INC.** Irving Texas Permanent, 2003-2005

**Project Manager – System Infrastructure Installations**

* Manage multiple field implementations of Jail Management system/software installations and Call Manager telephony applications for clients across the U.S. Identify project road blocks and work with management and team members to resolve them
* Manage the IT infrastructure and conversion of existing client data and ensure successful execution of installations
* Manage installation of hardware and software procurement, site preparation, and training for multiple facilities
* Conduct site survey visits. Travel to facilities for large installs to ensure customer satisfaction
* Perform budgeting (cost/quality control) and scheduling processes to ensure customer satisfaction.
* Internally manage the customer delivery and building of equipment to ship to site.

**CI HOST** Bedford, Texas Permanent, 2002-2003

**Project Manager – Web Development**

Responsible for overseeing a Project Coordinator and a team of 14 web designers & developers to ensure all projects stay on track to meet company quoted deadlines

* Responsible for scoping projects, communicating with the client and the development team, and managing these projects from inception through completion
* Interface with external customers to define requirements and provide recommendations for development and design

**ZALE CORPORATION**  Irving, Texas Contract, 1998 –2002

**Project Lead - MIS**

* Developed projects through full Software Development LifeCycle
* Developed test cases and plans for each functional area
* Composed documentation and weekly status reports for upper management
* Constructed strategic IT infrastructure plans for LAN/WAN setups
* Prepared and conducted project reviews for assessment from the Project Review Board
* Identified risks and developed and executed risk mitigation plans.

**GTE NETWORK SERVICES (VERIZON)**  Irving, Texas Permanent, 1996 –1998

**Proposal Manager (Technical Documentation Writer)**

* Completed RFP’s for bids of network OPS outside Sales team
* Completed customer pricing formats in compliance with bid specifications.
* Assisted in preparation of the proposal development plan
* Delivered high quality winning proposals within customer requested deadlines

**SPRINT, PCS** Ft. Worth, Texas Permanent, 1995 –1996

**Business-2-Business Manager/Engineering and Operations (E&O)**

Responsible for origination and set up of all E&O digital handsets used for testing of field representatives in current MTA. Supervised approximately 15 advocates with activation and provisioning of these accounts by effectively dispersing workload throughout department.

* Constructed large accounts for E&O as well as Demo display handsets
* Worked with outside contracted corporation to set up voicemail box system for each handset
* Used troubleshooting steps to perform various testing for defective handsets
* Developed and implemented new M&Ps (Methods & Procedures) for construction of E&O accounts.

Essential Functions/ Knowledge, Abilities and Skills

Project Planning, SPRINT/Iteration Planning, Agile SCRUM tools, PMO Planning, Organization, Implementation Project Control Processes,/Procedures, Change Control, Risk Management (risk tracking, mitigation and issue tracking), Program Planning, Work Breakdown Structures, Scheduling, Control Budget and Financial Management including Cost Analysis, Management Deployment Plans

Advanced Computer & Technology Skills

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| * Rally Agile Software Tools |  | * SharePoint |
| * Certified Scrum Master (#000145392) |  | * MS Office Suite |
|  |  | * Quality Tracker |
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Education

**THE ART INSTITUTE OF DALLAS,** Dallas, Texas

Associate of Applied Science - Multi-Media Web Design and Development

Graduation June 2002, GPA 3.4

**UNIVERSITY TEXAS, ARLINGTON,** Arlington, Texas

Major –Finance/Accounting

Affiliations

Junior League, Active Member

BDPA – Dallas, Sustaining Member