

Bill Gray

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PROFESSIONAL BACKGROUND

Bill has 11 years of program and project management leadership, specializing in leading cross-functional teams to develop solutions that meet client needs. His exceptional interpersonal and communication skills galvanize teams and projects to deliver end-to-end results. Bill is adept at working horizontally and vertically within an organization to empower teams to achieve at their fullest potential and build consensus, from C-suite and senior management to front-line staff and supervisors.

Bill has successfully spearheaded large-scale, complex strategic initiatives across multiple industries and technologies. He is a creative thinker with an adaptive mindset who can create a clear path forward in the most fast-paced and ambiguous environments.

SELECTION OF RELEVANT EXPERIENCE

Project Manager

Bill led an aggressive 9-month multi-national strategic initiative for a SaaS company to deliver new tools to key accounts across the US and Canada. He galvanized a cross-functional team consisting of product, sales, IT and customer success to deliver on-time and under budget. The project required the development of new services and the trouble-shooting of implementation and seamless integration across multiple business units. Additionally, the sourcing and training of frontline employees was needed to meet the needs of specific whale accounts. The project resulted in full delivery of tools and solutions and the retention and extension of three key accounts as well as the expansion of previously uninvolved contracts based on the merits of the completed project.

Director, Organization & Process Improvement

Bill served as the lead for an international education company that had grown rapidly through acquisitions and investment over the previous five years. Assessment and alignment of processes and resources revealed numerous areas where restructuring was needed. He designed a roadmap and timeline for the necessary changes and invested internal and external stakeholders behind the goal of a 30% reduction in no-value-added activity across all business units. Bill utilized a Satir change management model throughout the process while aligning and motivating teams towards the end deliverable structure.

Program Manager

Bill established and organized a technology implementation structure for a major public entity over a two year period. He worked in tandem with key stakeholders to develop a thorough project plan and risk management assessment. Day-to-day responsibilities included budget tracking, vendor management, management of master program schedule and program status reporting. Following initial implementation, KPIs were tightly monitored and ongoing Agile methodologies were used to adjust follow-up plans to meet business requirements.

Industry Experience

- SaaS
- IT Services
- International Business
- Public Services
- Marketing
- Food & Beverage
- Education

Functional Expertise

- Program & Project Management
- Agile & Scrum
- Change Management
- People Management
- Process Improvement
- Strategic Management
- Information Technology