

SUSAN JONES

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PROFESSIONAL BACKGROUND

Ms. Jones has over 25 years of information systems experience with a breadth of experience across all aspects of the software life cycle. In her most recent roles Ms. Jones was the project manager for an initiative to introduce an ALM system to provide Development Engineers with end to end visibility to their products. Previously, she introduced Agile Methodologies to enhance a legacy Document Repository System and served as the project manager for a large scale data migration to an FDA regulated application. She has also managed the migration of large applications from one platform to another and the development of new functionality into existing software systems. Ms. Jones is highly effective in grasping requirements and communicating to all levels involved in the project, both technical and non- technical.

SELECTION OF RELEVANT EXPERIENCE

Program Manager, Corporate Level Implementation of a DMS/PLM/ALM System for Major Medical Device Company

As the business program manager, Ms. Jones led a vendor selection process to kick off a multi-business unit initiative. Ms. Jones facilitated the program strategy and generated the resource plan to support the strategy and monitored all workstreams for progress against the project plan and presented status updates to both the Project Leadership Team as well as the Steering Committee. Ms. Jones assumed the role of User Acceptance Test Lead and produced all SDLC document needed in accordance for testing a GxP system.

During this time, Ms. Jones also assumed the role to onboard three distinct Business Unit projects to the existing Application Lifecycle Management (ALM) system.

Project Manager, Enterprise Level Implementation of an ALM System for Major Medical Device Company

Ms. Jones served as the business project manager for the development and onboarding of an Application Lifecycle Management System (ALM). The system provided the ability to document and link Requirements and Risk, providing Development Engineers with a holistic view of the product. Ms. Jones acted as the Product Owner within an Agile SAFe framework. As such, she defined and prioritized the team backlog as well as authored User Acceptance test scripts and facilitated overall testing. Ms. Jones became the trainer for the system and spear headed the Organization Change Management (OCM) efforts required to onboard projects from a legacy ALM system. As part of the on-boarding activities, Ms. Jones assumed the role of data migration lead and created the data mapping document as well as performed the actual migration and verification of the data from legacy systems. During the project, Ms. Jones facilitated regular Governance Team meetings, providing updates to all Stakeholders and Sponsors.

Industry Experience

- Medical Devices
- Manufacturing
- Financial Services
- Consumer Fulfillment

Functional Expertise

- ALM Systems
- PLM Systems
- Infrastructure Upgrades
- Warehouse Management
- Literature Fulfillment
- E-Demand Fulfillment
- 3rd Party Software Implementations
- Collegiate Financial Aid
- Project Management



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SELECTION OF RELEVANT EXPERIENCE

Project Manager, Enterprise Level Implementation of a PLM System for Major Medical Device Company

As the business project manager for an enterprise level project to replace 13 separate Product Lifecycle Management (PLM) systems with a single harmonized solution around Change Control, Document Management, CAD Integration, Product Configuration, Risk and Requirements, Ms. Jones, within an Agile Scrum framework, worked closely with the Product Owner and acted as the point of contact for all Risk and Issue tracking and mitigation for the project. She served as the intermediary between the development group and the business to facilitate communication and ensure alignment with regard to decisions, direction and scope as well as brief leadership teams on the status and progress of the project, escalating issues as needed. Ms. Jones assumed responsibility for User Acceptance Testing, including the authoring and dry run of test scripts and creation and approval of all needed artifacts to complete testing under protocol. Ms. Jones acted as the point of contact for the development team with regard to issues found during informal user testing and was responsible for management of the issue backlog, including logging, testing and communicating disposition to all stakeholders for all issues.

Project Manager, Enhancement of Document Repository Using Agile Methodologies for Major Medical Device Company

As project manager for enhancements to a FDA regulated Document Repository application Ms. Jones introduced Agile methodologies to the team. She created a plan that incorporated Agile fundamentals and gained alignment with the Business Owner, IT Application Owner, Compliance and Quality. Ms. Jones was responsible for executing the plan and the overall delivery of the technical solution as well as the overall communication with the stakeholders.

Project Manager, Data Migration for Major Orthopedic Company

Ms. Jones served as the project manager for a data migration from multiple sources into a newly deployed application. Ms. Jones was responsible for identifying risks associated with other ongoing projects and creating mitigation plans to keep the project on budget with minimal impacts to timeline. Ms. Jones was responsible for working with Quality resources to identify the appropriate GxP deliverables needed to support the project and worked closely with the technical resources to produce and verify the massive amounts of data validation required.

Project Manager, Separation and Upgrade for Major Orthopedic Company

During this two-phase project, Ms. Jones acted as the project manager and contact point between the Quality Organization, Business Partners and Technical resources. The first phase of the project included moving all users and their data from a shared platform to a dedicated platform. This activity was performed while the system was live so the impact to the users had to be considered. All data movement was documented in detail to preserve the integrity of the GxP status. After migration, a significant upgrade was implemented. Ms. Jones was responsible for the overall project plan for both phases of the project as well as all deliverables as required for a GxP application.

Technology Expertise

- Microsoft Office 365
- Jira
- HP ALM
- Polarion
- Windchill

Methodologies

- PMI Project Management
- Systems Development
- Life Cycles (SDLC)
- Waterfall Design
- Use Case Development
- Agile

Deliverables

- Project Plans
- Project Schedules
- Project Status and Risk Reports
- Requirements Gathering
- Testing Strategies
- Test Plans
- Process Diagrams
- Project Scope
- Resource Planning

