

MANDY GEIER

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PROFESSIONAL BACKGROUND

Ms. Geier has over 20 years of project management experience offering a proven history of success in planning, supervising and managing multifaceted projects with multiple deliverables and complex dependencies. She has a consistent track record of on-time and on-quality delivery and can efficiently synthesize project information and accurately establish project scope, costs and productivity benchmarks. Ms. Geier is comfortable communicating with stakeholders at all levels of the organization to build consensus and alignment throughout the project lifecycle. Her adaptive communication style and hands on approach to project management ensures that all stakeholders have a voice and come together to successfully meet project objectives.

SELECTION OF RELEVANT EXPERIENCE

Program Manager, Pricing Initiative for a Leading Payment Processing Company

Ms. Geier served as the program manager for the largest pricing initiative that the company had performed in over a decade. The program involved over 600 geographically dispersed team members across technology, finance, legal, communications and the merchant lines of business. The yearlong initiative was successfully implemented and met the expected revenue projections.

Project Manager and Scrum Master, Development of New Products for a Large Medical Device Company

Ms. Geier served as the project manager and scrum master for two New Product Development teams. In the hybrid role, Ms. Geier facilitated all agile ceremonies for the teams, including stand ups, sprint planning, and retrospectives while coaching the team on best agile practices. She also served as the project manager ensuring the processes of the portfolio management group were adhered to. Ms. Geier was responsible for creation and accurate maintenance of the schedule, RAID (risks, actions, issues, and decisions) logs for both programs and frequently communicated with program sponsors and cross-functional stakeholders on program progress and risks.

Project Manager, Animal Research Process Improvement for a Leading Healthcare Institution

Ms. Geier served as the project manager for a process improvement project to improve the animal caging and bedding assembly in a research facility. Stakeholder interviews and process mapping were used to document the existing process and recommend alternatives. Ms. Geier identified over \$50,000 in previously purchased equipment that was not being used by the institution because it would not work with the legacy process. The newly implemented process allows for use of the identified equipment and has increased staff productivity by 30%.

Industry Experience

- Health Care
- Medical Research
- Water and Wastewater Utilities
- IT Services
- Business Consulting
- Financial Services

Functional Expertise

- Healthcare Systems
- Business Intelligence
- Finance and Billing
- Program Management
- Customer Relationship Management

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SELECTION OF RELEVANT EXPERIENCE

Project Manager, Research Laboratory Start-Up for a Leading Healthcare Institution

Ms. Geier served as the project manager for the start-up of a research laboratory for a leading healthcare institution. Space for the laboratory had been identified, but the project had stalled due to lack of leadership and conflicting institutional visions. Ms. Geier assisted the project sponsor in clearly defining the project scope statement and identifying key stakeholders. She conducted interviews with project stakeholders across the institution to create a Work Breakdown Structure (WBS) and ensure all project deliverables were identified. Project deliverables ranged from construction modifications to documented regulatory decisions and also included the creation and approval of numerous Standard Operating Procedure (SOP) documents. Throughout the project she managed bi-weekly meetings with approximately 35 stakeholders across multiple organizational divisions to address project progression and potential project risks or scope changes. Close communication with stakeholders across the organization ensured project milestones were met and project was complete on schedule and within budget. The research laboratory is the only designated one of its kind in the United States and has over \$3 million dollars in experiments in the first year of operation.

Program Manager, Biobank Software Implementation for a Leading Healthcare Institution

Ms. Geier served as the program manager, working with a cross-divisional team to select a Laboratory Information Management System (LIMS) for the institutional biobank. Different divisions were all using separate software systems that did not interact leading to unnecessary sample collection and sample waste. Ms. Geier worked with stakeholders throughout the research institution to gather system requirements and ensure the LIMS could manage patient samples in accordance with data protection regulations and institutional policies and allow other researchers to find the shared samples required for their research. Ms. Geier worked with purchasing to define bid evaluation criteria, release the Request for Proposal to vendors and evaluate the submitted proposals.

Lead Consultant, Sewer Backup Prevention Program for Regional Wastewater Utility

Ms. Geier was the lead consultant for a large program to reduce basement back-ups that occurred as a result of the public sewer for a regional wastewater utility. The sewer backup prevention program was the largest in the country in terms of the scale of work performed on private residences and dollars spent by public utility. She successfully managed a team of three sub-consultant engineering firms and three contractors to ensure the successful completion of a multi-million dollar a year contract and meet consent federal consent decree requirements. Ms. Geier was responsible for reviewing receivables from sub-consultants including technical reports and design drawings and communicating the complex engineering solutions to program clients in a clear and simple manner. Thorough review of sub-consultant and contractor invoices was performed by Ms. Geier to assess accuracy and cost effectiveness. As part of client outreach on the project, Ms. Geier facilitated meetings and group discussions with project stakeholders and local community organizations. Federal consent decree requirements were met by the project team every year and customer surveys of the program participants, routinely scored a satisfaction rating of over 95%.

Technology Expertise

- Microsoft Office Suite
- Microsoft Project
- Smartsheet
- Primavera P6
- Clarity
- Rally
- Visio

Methodologies

- Project Management (PMBOK)
- Agile | Scrum | SAFe
- Business Analysis
- Reporting Analysis
- Process Improvement
- Software Development Lifecycle

Certifications

- B.S. Environmental Science | University of Cincinnati
- Project Management Professional (PMP) | Project Management Institute
- Professional Scrum Master I (PSM I) | Scrum.org