

PRINCIPAL DIRECTOR

Profile

Elizabeth McNair Johnson A technically savvy, results-driven PMP-certified pm with 20+ years of experience in all phases of the IT life cycle: Experience in vendor selection and management, data migration, process development and re-engineering and system implementations Provide strategic leadership to organizations to create/update and implement SDLC and project initiation processes including defining gates and gate criteria by project size, creating templates, selecting and implementing support tools Establish and track metrics to analyze and determine improvements to be implemented Eleven years of telecom experience including startup organizations FUNCTIONAL KNOWLEDGE AREAS/INDUSTRIES Project / Program Management CRM / Invoicing / Billing DevOps Change Management Order Entry and Provisioning Project Estimation (LOE) SDLC and Agile Scrum Methodologies Kanban / Product Owner Team Building / Virtual Teams Data Conversion / Data Migration Risk Management Business Case Development Federal, State & Local Governments International Clients Financial Systems Coaching/ Conflict Resolution Portfolio Tracking and Management ERP Systems Organizational Change Management Process Re-engineering Vendor Selection/ Management IT Strategy Development Amazon Web Services (AWS) ISO 9001 /CMMi Risk Management Budgets / Financial Management Metrics Definition and Tracking

Core Qualifications

- Requirements, Use Cases, User Stories Ariba Procurement (SaaS) Microsoft Office Suite
- Design and Development Management COTS & Custom Development Microsoft Project and Visio
- Testing and Verification PeopleSoft HR & Payroll HP Quality Center (TestDirector)
- Interfaces and Integration Wiki Rally
- Data Migration/ Data Conversion Rational Suite
- eRoom/ SharePoint

Professional Experience

PRINCIPAL DIRECTOR 01/2006 to Current Adp Mount Pleasant , SC

- Agile Product Owner and Coach for the DevOps Team and the Data Migration Teams at Digital Globe Established and provided agile coaching to a new DevOps Team with members across three time zones Coached the team in the development of effective user stories and grooming activities, reviews, retrospective, release and sprint planning, and estimation of work Experienced in Enterprise-wide Release Planning based on SAFe (Scaled Agile Framework Methodology) Change Management Director for a Procurement Implementation of Ariba Sourcing and Contract Compliance Procurement Modules, District of Columbia Established the change management strategy; facilitated a visioning workshop, drafted a project vision statement, and developed key success criteria to drive project success measurements Created and managed the Change Management Project and Communication Plans Oversaw the development of all project stakeholder communication, a monthly project newsletter, Change Champion Meetings, FAQs and presentations to vendors Provided oversight in the development of "AS IS" "TO BE"; analyzed the current roles and responsibilities of the employees and made recommendations for realignment of responsibilities Program/ Project Manager supporting the IT Program Management Office (PMO) at Washington Metropolitan Area Transit Authority (WMATA) Redesigned monthly status reporting to enhance the quality of the data captured; closed the gap from a delay of two months to six days within the first two months Automated the WMATA Project Portfolio and updated Business Process Initiation (BPI) Process; Facilitated training sessions directors and project managers on the development of Business Cases / Cost Benefit Analysis for new and continuing projects to ensure effective management of IT Investments Managed WMATA project managers to review and ensure compliance with SDLC deliverables; coached PMs on PMO Office Processes and Procedures, reviewed deliverables, and managed project risk Strategic Management Consultant supporting the Technology Program Management Office (WTMO) at Cox Communications, Alpharetta, GA Defined a framework and supported the implementation of the Portfolio Steering Committee (PSC) Facilitated sessions to define the qualitative and quantitative evaluation criteria used to rank priorities Coached and mentored senior-level project management staff and developed executive-level presentations Re-engineered business processes for resource forecasting and capacity reporting processes Defined balanced scorecard metrics Program Manager interfacing with the overall TerreStar Program Management Office Provided oversight for the management of project schedules for multiple concurrent releases of a system Managed inter-segment dependencies and IT risks including development of risk mitigation plans Implemented the IT Change Management Process Maintained IT SOX compliance through the execution of the Request for Change Tracking Updated TerreStar SDLC methodology to focus on IT-specific deliverables.

SENIOR MANAGER/DIRECTOR 01/1996 to 01/2006

- Manager directing Quality Assurance activities for the Administrative Services Modernization Program, a 70 million ERP implementation for District of Columbia Government.
- Provided key support for Change Management and readiness activities.
- This program involves the implementation ERP applications across 67 agencies with 33,000 employees.
- Established best practices for the execution of all levels of testing including system, integration, conversion, user acceptance testing, and operational readiness Provided oversight to vendors to ensure that they followed established testing procedures Managed a team to perform rigorous testing and quality assurance; focused on risk assessment and risk mitigation across all system implementations and integrations Used HP Quality Center to enforce requirements traceability, management of test scenarios and cases Led assigned agencies in change management activities to ensure their understanding of go-live responsibilities and status; used a scorecard to access and report progress toward objectives Engagement Manager for a mission critical, multi-phase, six million dollar, full-lifecycle implementation of a new billing and custom web-based booking system for an organization providing Satellite Capacity Managed a team of over 30 consultants on the client site to deliver the system on time and on budget Successfully worked with the client to identify risks and develop risk mitigation strategies Re-engineered business processes to prevent over customization of the software package Provided oversight to the technical lead responsible for data mapping, data conversion, and testing Controlled scope changes through a rigorous change management process Managed the

customer relationship for all system-related implementation activities across functional departments including marketing, finance, customer care, sales, and order processing Maintained the budget and overall project profitability utilizing MS Project and estimating Managed project staffing requirements and provided coaching and mentoring to junior staff.

Manager 01/1991 to 01/1996 Parametric Technology Corporation

Senior Consultant 01/1987 to 01/1990 ICS Information Technologies

Education

Masters of Business Administration UNIVERSITY OF PITTSBURGH, JOSEPH M. KATZ SCHOOL OF BUSINESS City , State

B.A : Speech Communications ALLEGHENY COLLEGE City , State Speech Communications Junior Year Abroad at St. Andrews in Scotland

Skills
Administrative, go-live, Agile, billing, budget, Business Process, business processes, Change Management, Coach, coaching, Consultant, conversion, client, customer care, Data Conversion, Data Migration, directing, ERP, estimating, finance, focus, forecasting, functional, Government, HP, HR, Investments, Director, marketing, Meetings, mentoring, access, Microsoft Office Suite, Office, MS Project, Microsoft Project, Enterprise, newsletter, Payroll, PeopleSoft, presentations, PROCESSES, Procurement, Program Management, progress, project management, Quality, quality assurance, reporting, risk assessment, sales, SDLC, staffing, Stories, strategy, Strategic Management, TestDirector, Visio, vision