

PROJECT MANAGER/BUSINESS ANALYST

Career Overview

Highly skilled Project Manager with more than 15 years working in cross-functional environments in the U.S. and abroad. Adroit for developing project initiatives and solutions to stakeholders by understanding the product/project and stakeholders' needs, supporting the development of business cases, clarifying and developing business requirements, supporting product/project development and deployment/execution, and delivering the business benefit. Adept at devising innovative solutions, applying ISO, CMMI, ITIL, Lean Six Sigma and project methodologies (Adaptive, Agile/SCRUM, LD, SDLC, Ten Step, Waterfall, etc.), organizational, and financial theories to resolve business and technology risks/challenges.

Knowledge Base

- Business systems analysis
- User acceptance testing
- Business requirements matrices
- Requirements gathering
- Change management
- Project management
- Scope and project definition
- Work force management
- Scrum methodology
- Cross-functional team management

Professional Value Offered

Project Management: Â

- Initiated Mobile Application project (Monster) which resulted in the investment of resources and expected revenue of \$5M per year.
- Change Mgmt/Reorganization project (FAA) managed 4 project scope changes and was still under budget and on time.
- ITIL/Lean Six Sigma (FAA) - Resulted in a 44% reduction in processes facilitating an agency paradigm shift.
- Completed expansion project (MSHS/WR) ahead of schedule (4 months) and below budget (saving \$250K).

Business Development (Cyllah LLC): Â

- Secured \$2M in funding for the development of the project and implementation thus resulting in an \$100M initiative being awarded.

Professional Experience

Horizon Hobby Inc Champaign , IL PROJECT MANAGER/BUSINESS ANALYST 03/2014 to Current

- Interact in a dual role to facilitate the development, documentation, and management of the requirements to meet business goals.
- Achieving client services operational objectives by contributing the creation, development, and maintenance of project artifacts (project charter, project management plan, SOWs, SOPs, action plans, risk management plans, WBS, etc.) and business intelligence tools (i.e. dashboards, analytics/metrics, etc.)
- Identifying profitable opportunities to bring to market as well as expand current products with newer facets of technology
- Creation and development of Use Cases, User Stories, backlog, and additional artifacts (Competitive Analysis, Gap Analysis, Workflow, etc.) to support product development

Precisely Philadelphia , PA PROJECT/FINANCIAL ANALYST 01/2008 to Current

- Contracted to partner to service multiple projects and account operations with engagement knowledge by initiating and executing systems integration, COTS hardware and software, ITIL, project management processes, controlling, and logistics.
- Performing business analysis and data warehousing co-relation with clients and to align technology and data warehousing architecture solutions for business strategies, working primarily with senior management, data stewards and end-users.

FEDERAL AVIATION ADMINISTRATION (CPS-PS) City , STATE PROJECT MANAGER/PROGRAM ANALYST 10/2012 to 10/2013

- Project Management & Team Leadership Primarily responsible for the planning, direction, implementation, control and completion of assigned projects Budget \$2M).
- Responsible for managing the teams (internal and external-over 30) which develops and actualizes the project, maintains control over the project, and provides consistency in content, communication, and process during and across the projects.
- Acted as primary interface between sponsor and stakeholders.
- Direct and oversee multiple SMEs and/or team leads with diverse backgrounds on complex projects utilizing innovative, out of the box solutions that comprise the Rolling Wave and Collaborative planning methods, CMMI, ITIL, Agile/SCRUM, and Lean Six methodologies for synergy via clients' database management system for a customer-centric based approach.
- Clearly define, understand, and communicate the stakeholder requirements to team, and manage accordingly.
- Work with team leads and key stakeholders to devise best practices and continuous improvement for project delivery.
- Achieving client services operational objectives by contributing the creation of project artifacts (project charter, project management plan, SOWs, SOPs, action plans, risk management plans, WBS, etc.) and business intelligence tools (i.e. dashboards, analytics, etc.).
- Work closely with client based team, management, and project sponsors to implement project from inception to closure.
- Effectively manage project scope by ensuring changes are documented and approved with visibility of the impact.
- Applying effective project management methodologies (PMBOK), estimation (BOEs, resource planning and allocation methods, activity based estimating, budget and cost estimating, and scope management) and control techniques.

- Mitigating risk by identifying, escalating, and resolving issues across multiple delivery groups and/or projects.
- Ensure integrity and delivery of multiple projects with respect to time, budget, scope, change, risk, and resources.

CYLLAH LLC City , STATE BUSINESS PROJECT MANAGER/CONSULTANT 06/2006 to 06/2009

- Developed and managed the creation/startup of the company and its subdivisions.
- Utilized PMBOK processes and made every subdivision, every department a functional entity.
- Procured COTS software useful for systems development and customization.
- Built global multidisciplinary teams, reporting to the Project Sponsors, and ensuring the quality control throughout the ITIL, SDLC, and PM Lifecycles using various methodologies (i.e. balanced scorecard, Six Sigma, TQM).
- Managed multiple projects (Budget \$3M) from inception to closing working with project sponsors and stakeholders to complete the project.
- Utilized Agile/Iterative methods to address the need to manage this effort limiting risk.
- Responsible for scope definition, goals, deliverables, requirements gathering, resources, budget, scheduling thus creation SOPs and best practices.
- Assess project issues and identify solutions to meet productivity, quality, and stakeholder goals.
- Guarantee the attainment of key milestones by proactively tracking metrics and project outputs.
- Managed matrixed resources and related relationships within each functional area.
- Planned, developed, and wrote proposals that secured the first 7 projects for the company.

Greenberg Traurig LLP City , STATE PROJECT/FINANCIAL ANALYST 10/2007 to 12/2007

Initiated, planned, and executed requirements gathering data, utilizing business intelligence and financial tools to capture stakeholders' needs within stated time frame and ensure its placement on the financial scheduling management system.

Curtis, Mallet-Prevost, Colt, Mosle LLP City , STATE PROJECT/FINANCIAL ANALYST 07/2007 to 10/2007

Cemented the way forward for a key stakeholders' cache of clients utilizing business intelligence tools (dashboards and analytics) and financial tools from their financial database system resulting in higher realizations.

Shearman & Sterling LLP City , STATE PROJECT/FINANCIAL ANALYST 04/2007 to 07/2007

- Facilitated a favorable transition on an SDLC project resulting in exceeding stakeholder's expectations.
- Oversaw the transition and reconciling of senior partner's accounts (500+) from one database to a newly developed software tasked to streamline the process making it user based and efficient.
- Tasked to mitigate the risks associated with the process and troubleshoot accordingly.
- Coached and mentored workshops delivering group and individual group training sessions, as well as remotely accessing users stations to troubleshoot issues and provide guidance for implementation.

PILLSBURY WINTHROP SHAW PITTMAN LLP City , STATE SENIOR BILLING & CLIENT ACCOUNTS ANALYST 04/2002 to 03/2007

- Oversaw and managed the stakeholders' accounts (Senior Partnership).
- Utilized the systems integration process along with COTS software to be customized.
- Created a dashboard for the finance metrics to monitor productivity for financial processes.
- Business intelligence tools were utilized to negotiate with the stakeholders the nuances of the system.
- Post-Y2K systems being implemented.
- Compiled, managed, and executed stakeholders' billing and receivables.
- Reviewed, edited, and reported data in the financial systems and via presentations to the stakeholders according to their communications plans.
- Reconciled accounts with missing payments due to systems integration.
- Created billing functionalities to achieve revenue goals.

MCI/WORLDCOM WIRELESS City , STATE SENIOR CLIENT ACCOUNTS ANALYST/SUPERVISOR 11/2001 to 03/2002

- Contracted for projects involving resolving account delinquency issues.
- Utilizing project management (PMBOK) processes spearheaded national account management functions, including targeting, forecasting, planning, and collection.
- Built a high-performing infrastructure through effective staff supervision and guidance.
- Reduced delinquent accounts, days still outstanding (DSO) 55+% from 120 to 65 days by coordinating the collection process.
- Drafted action plans and led meetings with department executives to review project status and proposed changes.
- Delivered status reports to stakeholders for budgeting and planning purposes.

THE COMMISSIONED CHURCHES WORLDWIDE City , STATE BUSINESS OPERATIONS DIRECTOR 01/1999 to 10/2001

- Collaborated with stakeholders through the initiation process and analyzed areas deficient or non-existent.
- Through rigorous planning session and the subsequent execution established, built, and defined all aspects of the financial infrastructure, including research analysis, billing process, and account monitoring operations, driving profitability and corporate growth.

- Analyzed, identified, implemented, and maintained key strategic initiatives to enhance drive for growth and expansion.

Academic Background

Master : Project Management Keller Graduate School of Management of DeVry University , City , State , USA

Bachelor of Science : Business Administration/Management New York Institute of Technology , City , State , USA

Skills

Adobe Pro * Arc-GIS * ARCS * Basecamp * Central Desktop * CMS/Aderant * CRM * Deltek * Eagle * Elite * Elite Enterprise * ERP *
IDX Scheduler * Invision * JIRA * Kanban * Lotus Notes * Microsoft Office: Access, Excel, Outlook, PowerPoint, Visio, and Word *
Microsoft Project * Microsoft SharePoint * Oracle * PeopleSoft * RTE * SAP * STARS * QuickBooks * Quicken * Webex