

Kara Glaser

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Summary

Experienced Manager with over 15 years of proven success in consistently delivering quality results exceeding internal & external expectations. Streamlined implementation methodology to expedite deployment & billing while providing an increased ROI for clients.

Upbeat. Positive. Influential. Team Player. Partner Minded. Hard Working. Always Learning.

Work History

Implementation Project Manager – Invoice Cloud, Inc. (October 2020/February 2022)

San Diego, CA (United States) - Remote

Implement SaaS Electronic Bill Presentment and Payment (EBPP) solutions for Insurance & Consumer Finance organizations. Provide best practice direction on overall business workflow management, including Single-Sign-On (SSO) and other integrated processes.

Key achievements: 4 months into employment, developed implementation kick-off deck adopted by Invoice Cloud in support of setting Billers up for long-term success. Standardized IMT partner implementation steps & documentation, reducing time to go-live by 45 days.

Implementation Project Manager - Perspectium (November 2017/June 2019)

San Diego, CA (United States)

Managed multiple concurrent implementation projects for large organization ITSM integrations, focusing on Database & application data synchronization & replication.

Key achievements: Developed Implementation project methodology for overall service delivery, including processes for DataSync & ServiceBond product integrations. Process comprised of on-boarding, requirements gathering, build, test & go-live, resulting in a repeatable & scalable format.

Sr. Deployment Manager - Tealium (September 2014/October 2016)

San Diego, CA (United States)

- Sr. Deployment Manager (April 2016-October 2016)

Managed multiple concurrent deployment projects for company's largest Enterprise & Strategic Fortune 50/100 accounts. Specialized in tag management & data collection SAAS for multi-channels.

Key achievements: Oversaw company's first private cloud environment. Developed project scoping process in support of new technical initiatives. Mentored Deployment Managers, providing guidance & direction on process & overall best practices.

- Deployment Manager (September 2014-March 2016)

Managed multiple concurrent deployment projects for company's largest Enterprise & Strategic Fortune 500 accounts.

Key achievements: Promoted to Sr. based on consistently exceeding expectations for custom, complex projects for strategic customers, resulting in new resell products.

Sr. Solution Design Manager - Certona (May 2010/August 2014)

San Diego, CA (United States)

- Sr. Solution Design Manager (May 2014-August 2014)

Responsible for looking at a problem & determining the best approach to develop, implement & satisfy requirements. Share discoveries & document process so it can be replicated going forward.

Key achievements: Proposed/developed documentation in support of implementations, solutions, & knowledge transfer to internal teams to ensure accuracy of contract deliverables. Successfully assisted clients with implementing POCs in support of new personalization programs.

- Sr. Manager of Implementations (May 2013-May 2014)

Responsible for successful implementation of Fortune 500 eCommerce client SAAS integration projects. Manage & lead a team of 6 Implementation Project Manager direct reports.

Key achievements: New position created & assumed role based on successful proven performance. Developed & documented implementation QA process resulting in little to no deployment issues. Successfully completed a minimum of 95% of annual company, team & personal goals.

- Lead Implementation Manager (February 2012-April 2013)

Key achievements: New position created & assumed role based on successful proven performance. Developed & implemented internal lessons learned process resulting in a significant reduction of implementation issues. Developed an implementation process reducing average project duration from 6-9 months to 30-90 days.

- Implementation Project Manager (April 2010-February 2012)

Managed client implementations from defining requirements through successful deployment. Successfully developed & presented in-person & remote presentations to C-level business & technical executives.

- Account Manager (May 2010-November 2011)

Managed multiple concurrent eCommerce post sale & implementation client relationships. Successfully developed & presented in-person & remote presentations to C- level business & technical executives.

Department Manager - DefenseWeb Technologies (November 2007/October 2009)

San Diego, CA (United States)

- Department Manager (August 2009-October 2009)

Directly managed a team of 13. Facilitated performance reviews & career growth responsibilities. Managed company's largest client implementation & Professional Services efforts from staffing to product delivery.

- Project Manager (November 2007-October 2009)

Independently manage multiple web software development projects with revenue values of \$500k to \$10M, including all aspects of the SDLC.

Key achievements: Successfully implemented process flow documentation for company's SDLC. Assumed role of Program Coordinator, overseeing cross functional team integration for company's largest contract. Developed & implemented formal deployment document, improving team communication.

Project Manager - MediServe Information Systems (September 2004/October 2007)

Tempe, AZ (United States)

Partner with Clinical Consultants to implement Rehab & Respiratory SaaS solution for patient workflows.

Client Examples

IBM, Microsoft, Cisco, HPE, Bed Bath & Beyond, Nike, Home Depot, Charles Schwab, CVS, Xaxis, GoDaddy, BofA, Transamerica, DoD, Adidas, Beach Body, Paychex, PayPal, CDW, McDonald's, Dignity Health, Johns Hopkins Bayview, Trustmark Health Benefits

Interests

The golden rule. Laughter. New experiences. Nature. San Diego weather. My Boston Terrier.