**Sylvia Pope**

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 (602) 821-1529

**Areas of Expertise**

* **Project Management – Onsite/Remote**
* **Implementation - Deployment Management**
* **Technical & Professional Services Delivery**
* **Software – Mobility – IT/Infrastructure**
* **Technical: Writing/Review/Compliance: SOW, RFPs, Estimates, Contracts, Plans, Reports**
* **Client & Vendor Relationship Management**
* **Strategic Planning - Leadership**
* **Process Analysis & Improvement**
* **Change Management – Issues Resolution**
* **Problem Solving-Risk Mitigation**
* **Financial: Analysis-Tracking-Budgeting**

**Demonstrations of Effectiveness**

***Created*** project implementation and delivery process; Reviewed and assessed requirements and performance history, consulted and collaborated with functional team leaders, developed work breakdown structure with critical paths, risks, functional ownership and accountability, devised procedural steps with milestones, timelines and reset points. implemented new sign-off procedures for client acceptance, change order triggers, timeline forecasting and advanced scheduling. ***Results:*** Improved; process clarity, efficiencies and cross-functional team interaction, ability to effectively manage client expectations and complete project successfully. – *CMI Solutions*

***Managed*** and successfullydelivered a $3M, end-to-end enterprise level infrastructure upgrade project involving the deployment of 100+ vendor contracted resources at over 300 locations, simultaneously and consecutively with over $.5M in additional add-on services requiring site specific, client authorizations under a demanding and inflexible deadline. ***Results:*** Effectively drove the project from inception to completion including; full financial reconciliation making extensive use of change order process to effectively manage scope creep while increasing project profitability & allowing company to exceed quarterly and annual revenue goals. *– Stratix Corporation*

***Resolved*** a serious client satisfaction situation impacting multiple, long-term clients which was overwhelming support staff and damaging company reputation: Took full ownership of situation and process, identified and prioritized issues, created strategies, processes and timelines for resolution, consulted and assigned resources, negotiated client buy-in, tracked & monitored progress keeping clients informed and updated. ***Results:*** Resolved all issues within timeframes estimated, rebuilt and strengthened client confidence and relationships, maintained income streams, QA processes were incorporated into the SDLC – *CMI Solutions*

**Work History**

**CMI Solutions** *– Software Solutions Company* – Charlotte, NC Jun 2013 – Mar 2015

**Implementation Manager** - *Professional Services Project Management*

* Full responsibility and accountability for implementation process for all professional services projects and engagements including; software delivery, onsite and remote training and targeted client issues resolution.
* Provided end-to-end project management for 4-6 simultaneous projects from hand-off to completion including; new program implementations, legacy upgrades, product customizations & user training.
* Set, maintained and delivered to client expectations under tight budgets and deadlines, identifying and proactively minimizing potential risks, ensuring consistent, successful completion of the project deliverables.
* Managed and supervised a team of consultants/trainers in providing extensive database setup, user acceptance training (UAT) and go-live support, including all resource assignments, scheduling and logistics.
* Established and maintained strong client relationships in role as company liaison for all services projects.
* Collaborated with executive and management teams to review, define and plan project goals and priorities and establish guidelines for carrying out objectives to maximize revenue and client satisfaction.
* Developed, created and improved project documentation including RFP responses, SOWs, project plans, issues tracking, scheduling, client acceptance and sign offs and financial budgeting, tracking and reports.

**Stratix Corporation** - *Enterprise Mobility Technology Solutions* - Norcross, GA Feb 2007 - July 2012

**Deployment Specialist *-*** *Project Manager/Vendor Manager - Professional Services*

* Complete end-to-end responsibility for full project life-cycle: Initiation - planning – execution – closure (SDLC) including: timely completion, budget & deliverables compliance, reporting and customer satisfaction.
* Managed vendor engagements, project communications, directed and facilitated meetings and processes between all stakeholders, SMEs, resources and support personnel to ensure successful project completion.
* Developed, nurtured and maintained strong internal and external relationships through being available and responsive to inquiries, timely and reliable in follow up and thorough in following through on commitments.
* Developed and implemented standardized processes and procedures to improve efficiency, performance, scalability and productivity which were adopted and later expanded into other areas of company operations.
* Drafted, edited, reviewed and processed technical documents; SOWs, RFPs, quotes, estimates & contracts.

Provided project status, update and expense reporting including; full financial reconciliation & forecasting.

* Consistently met or exceeded customer and business expectations for successful project management, delivery, quality, performance and deliverables within established time and budget constraints.

**Symbol Technologies/Motorola Solutions** *– Mobility Products & Services* - Phoenix, AZ Oct 2000 - Aug 2006

**­Field Service Representative** - *Onsite Service and Technical Issue Resolution*

* Worked remotely in a self-directed fashion across a 3 state territory on an on-call basis, consistently meeting or exceeding service level (SLA) requirements and maintaining excellent customer relationships.
* Performed troubleshooting, servicing, maintenance and repair of mobility equipment and infrastructure including; RF connectivity, network, software, firmware, whole unit and component level elements.­

**Estate Appraisers** *– Real Estate Appraisal**Services* **-** Severna Park, MD Jul 1998 – Dec 1999

**Real Estate Appraiser *-*** *Residential Property Market Value Appraisals*

* Read, reviewed, researched agreements/contracts, leases, surveys, finance contracts, reports, plats, drawings, blueprints, photos, inspection notes, measurements for existing and new construction properties.
* Organized, prioritized and applied information in a reasoned and logical approach to ensure compliance with established and lender rules and guidelines and to achieve desired goals.

**Independent Small Business –** *Retail/Installation/Service -*Laurel/Annapolis, MD Mar 1988 - Jun 1998 **General Manager *-*** *Started, Operated and Managed 2 Businesses*

* Full P&L responsibility for sales, installations, customer service, supplier contracts, purchasing, inventory control, marketing, merchandising, personnel & business office; bookkeeping - financial compliance.
* Successfully established companies in their respective markets and achieved 20% annual revenue growth.

**Education**

**James Madison University­ -** Harrisonburg, VA

­*Bachelor of Science*, Communications

**Training***: A+ Certification - MS 2000,* ­*­MS Project, MS Excel, LAN Planner, Time Management and Productivity.*

**Technology:** Desktop - Mobility – Network Infrastructure – LAN/WLAN/WAN – Voice - VOIP – Audio/Video – POS

**Software:** MS Office, Excel, Outlook, Project , Visio, SharePoint - Sales Force – Oracle - OnTime - QuickBooks