**(608) 640-8323 WILLIAM P. CARROLL willcarroll@me.com**

**IT Development / Senior Project Manager**

Offer more than 13 years' successful experience in managing solution-based IT projects focused on increasing business productivity, efficiency and service delivery. Strong organizational, communication and problem-solving abilities complement sound judgment in establishing priorities, setting expectations and making decisions.

Provide vision, leadership and direction, characterized by creative thinking, effective communication and decisive action to achieve project goals and objectives. Recognized as an effective change agent noted for flexibility, integrity and commitment. Following projects from initiation to go-live / deployment, managing resources, mitigating constraints and meeting milestone and deliverables to ensure complete customer satisfaction.

**Summary of Qualifications**

* Strong knowledge of current iterative methodologies
* Application design and development
* Agile Methodologies (strong knowledge base)
* Tools: Jira, Quality Center, Project, Clarity, Version1
* Platforms: SQL Server
* Underwriting Loans
* Loan Sales and auditing
* Built 4 mobile apps
* Quality and performance improvement
* Large scale project management
* Test development and execution
* Budget and resource management
* Languages: Java, .Net
* SCRUM Master

**Accomplishments**

* Developed and implemented web based systems for both public and internal use to achieve strategic business objectives.
* Noted for limiting scope creep, while maintaining positive client relations and achieving original project vision within established timelines and budget.
* Responsible for scoping, budgeting and maintaining project deliverables and milestones through concise methodologies and process management
* Skills included effective risk management, high level technical skills, proactive communication and superior business and data analysis
* Managed resource constraints and timelines with stakeholders to ensure the ultimate success and acceptance of systems
* Authored project documentation for all projects including charters, scope docs, Statement of Work (SOW), Project Plans and Functional Specification documents.

**Professional Experience**

**Spectrum Brands – Middleton, Wisconsin**

**Contract Project Manager**, **September 2018 – October 2018**

Spectrum Brands – Transition initiative to 3rd party vendor to eliminate in house efforts in the EDI (Electronic Data Interchange) space for all divisions.

* Responsible for managing the effort for migrating EDI tasks and workload to vendor to eliminate the responsibility for this to fall on Spectrum Brands (SPB) staff
* This spanned all divisions of SPB
* Created a Project Charter for the project as well as a Project Plan, task list and schedule
* Project team included Lead Architect, Senior Business Analyst, 3 developers, PM and customer service lead and CSR testing team
* Main challenges were to coordinate efforts and tasks between 3rd party vendor and SPB staff
* Implemented a phased approach between the divisions of SPB to utilize efforts that could be replicated as a lot of the tasks would be similar or overlap and the project could be accelerated

**AFLAC – Columbus, Georgia**

**Project Manager**, **February 2018 – May 2018**

AFLAC IT Department -- Provide IT solutions for internal AFLAC employee use as well as online public use and associate sales agent IT solutions.

* Responsible for Multi-Factor Authentication security project for approximately 94,000 AFLAC associate sales force team across the United States and Japan
* Authentication using SMS required to work with personal devices including phones, tablets, PC’s etc.
* Project team consisted of approximately 15 people depending on current need, this included tech / dev team, tech lead, 2 Business Analysts and a customer service / change management team of 3 individuals
* VP executive team as internal stakeholders and identified UAT team among the sales associates
* Utilized 3rd party (Sales Force) configurable cloud system for electronic communication enhancements
* Responsible for setting expectations with team and presenting requirements to stakeholders within AFLAC and Sales Force

**NIC Inc. Wisconsin Interactive Network – Madison, Wisconsin; AZ.Gov -- Phoenix, Arizona.**

**Project Manager**, **July 2008 – June 2017**

Wisconsin Interactive Network -- Provide e-government solutions for government agencies within the state of Wisconsin for internal use as well as the public.

* Scrum Master for scrum team of 3 Developers and another Project Manager
* Developed strategies to successfully implement multiple projects in conjunction with supporting current production applications
* Implemented team adjustments to maximize efficiency and team productivity like story workflow management adjustment adding swim lanes to increase efficiency after discussing with the team
* Lead daily stand up to ensure accountability and high production value
* Lead sprint reviews, retrospectives, and planning meetings on a two week basis (two week sprints)
* Satisfied the customer through early and continuous delivery of valuable software
* Welcomed changing requirements, even late in development to enable competitive advantage while remaining within scope and budget

AZ.Gov -- Provide e-government solutions for government agencies within the state of Arizona for internal use as well as public facing applications

* Scoped out, developed and successfully implemented an enhanced transaction processor that processes Jury Pull reports and Mobile Home reports from the state mainframe as well as any other files processed through AZ MVD that integrated with the public interface
* Initiated and implemented a statewide encryption project that encrypts all files stored on state servers for all applications
* Managed the online Records Request System (MVRRS) that allowed Government agencies and companies to request and retrieve driver, title and registration data from the state mainframe
* Managed all enhancements ACR's and PCR's for MVRRS

**SISPO - State Information Security and Privacy Office:**

* Initiated and implemented a project to build a statewide (Governance Risk Compliance) GRC management system for new agency, working collaboratively with CIO, CITO and CPO
* Analyzed data, developed a plan, gathered requirements, delegated responsibilities and consistently met project deliverables
* Implemented a 3rd-party system to save as much as $100K for client for a state incident reporting system
* Managed, motivated and supported the project team to complete project one month ahead of schedule

**e-licensing for multiple state agencies**

* Responsible for implementing applications for multiple agencies that were required to be PCI compliant as well as take payments online / over the counter credit card and cash and integrate with the state's General Accounting Office
* Responsible for integration with payment processing engine for credit card validation
* Provided strong leadership to take control and adjust to major resource constraints and changing agendas, maximizing productivity / keeping project plan on schedule to achieve all milestones
* Saved time, money and accomplished goals by keeping business users on point, focusing on project scope action items and allowing no waiver from key project milestones regardless of budget, resource and time constraints
* Overcame constraints / resource cutbacks on project, specifically manpower reduction from 25 to 7, yet met all service level agreements

**Project Manager (Consultant or Contractor)**

**Projects listed below:**

**August 2007 – June 2008**

**Project Lead (Business Analyst Team)**

**August 2007 – June 2008**

**Comsys**

**Assignment: Avnet, Inc – Phoenix, AZ**

Main scope of our project was to test components of an electronic sales distribution system, overseeing as many as 25 analysts implementing the SIT and UAT testing for project 4 years past due

* Oversaw the design and evolution of test scripts and case models for system testing meeting all requirements and deadlines set by business team
* Direct liaison between the business team and development staff coordinating use cases and test scripts to be ran by testing team

**Project Manager**

**June 2006 – July 2007**

**Focus Frame (Contract Employee)**

**Assignment: Washington Mutual Bank, Jacksonville, FL**

**Project: Palisade System (Impact) Roll Out**

Managed a team of over 20 subject matter experts, five consultant senior Business Analysts, and capital market team in the Washington Mutual mortgage division to achieve a successful system design and testing process to ultimately roll out an end to end mortgage processing system. Initiated a streamlined team environment to maximize project productivity and efficiency; introduced incentives / built solid relationships to ensure high staff morale / retention.

Designed test scripts for user acceptance testers based on QA test script coding standards and test case documentation from downstream systems

Served as the downstream testing lead in a System Integration Testing role, supporting 10 SME's in performing defect reviews to determine validity of issues identified

Facilitated strategic conferences with Palisades system developers and Washington Mutual business team, presenting and analyzing issues to develop viable solutions

Conducted cost-benefit analyses as project progressed to evaluate impact of roll-out delays / going forward with testing /meeting dates for iterative rollouts

Responsible for team that logged defects conscientiously, maintaining comprehensive / appropriate documents to back up all UAT activities and validate testing results

**Team Manager**

**July 2005 – July 2006**

**RPI**

**Assignment: Citibank, St. Louis, MO**

Led team of 17 underwriters, auditing portfolio of Citibank mortgage loans to determine salability to Wall Street companies on the secondary mortgage market.

**Q.C. Manager**

**June 2003 – June 2005**

**Watterson Prime [PricewaterhouseCoopers**

**Assignment: Multiple, Traveling Position**

On a project basis, audited loan pools for a number of high-profile clients including Bear Sterns and EMC to identify discrepancies and facilitate salability to Wall Street companies.

Analyzed data to identify discrepancies in the pool to ensure clients of a valid and uncompromised loan pools.

**Prior positions in the mortgage and banking industry**

**EDUCATION & PROFESSIONAL DEVELOPMENT**

**PMP –**State PMP Certification – Arizona Government University – Completed January 5, 2009

**Interface – PMP Course and Test –**PMP Certification Course and Test with required passing score (State requirement to be Certified State Government Project Manager)

**Lynda.com**

* Dreamweaver CS6 Essential training course certification
* SQL Server 2008 Essential Training course certification

**O'reily** – SQL Course Completion

**Sales Training Program**- Sofin, Inc.

**University of Idaho, Moscow, ID** – Engineering / Business Curriculum (IBC)

**William p. Carroll**