***Lane***

**Professional Summary**

An experienced Project Manager with over 15 years of using Agile / Scrum methodologies in the areas of business management, application implementations, IT operations, disaster recovery, consulting and financial services. Effectively communicates with consultants, technicians, internal and external clients. Effortlessly work with senior management, sponsors and stakeholders. Consistently exceeding the expectations of the clientas well as proficiently handling multiple projects. Adapt in accessing unique client systems environments and producing effective solutions. Implemented change management and disaster recovery systems, written technical documentation and applied quality control management plans adhering to the principles of ITIL.

# Professional Skills

SharePoint ♦Smartsheet (self-taught)♦Google Products♦ Crystal Reports ♦ Query Analyzer  
SQL Enterprise Manager ♦C+♦ Java ♦ HTML♦ PowerBuilder ♦ .Net (limited)  
MS CRM ♦MS Office Products ♦MS OneNote ♦ MS Visio ♦ MS Project ♦ConnectWise (similar to Jira)

# Professional Certifications

Certified Scrum Master ♦ Lean Six Sigma Green Belt ♦ ITIL Foundation v3♦ PMP (exam scheduled for June’18)

**Professional Experience**

**Artech Information Solutions, Inc.,** *Morristown, NJ(Contracted to HPE/DXC Chicago, IL) Sept 2017 –Feb 2018*  Feb 2016 – Present

**US-Project Manager-2 - Application Recovery Plan** (United Airlines)

* Lead Application Teams of United Airlines to enhance and/or write their application recovery plans from the Charlotte data center to the Tulsa data center
* Disaster Recovery subject matter expert (SME) validating application recovery plans defining the scope, network components, network diagram, infrastructure servers/hardware peripherals (over 800) and software, application/database (over 3500) recovery tasks, application/database recovery validation and ensuring the appropriate United Airline personnel recovery groups are listed with contact information
* Responsible for maintaining and granting the appropriate users VPN access to the Tulsa data center during the testing bubble
* Lead tabletop Application Recovery Plans with United Airlines App owners to simulate that the mechanics of their recovery plan works from one datacenter to another
* Coordinating the activities of technology resources with key business units and development groups as required
* Perform post-mortem lessons learned and coordinate the remediation of issues found during testing

***Prime Software, Inc.,****Lisle, IL* *Feb 2016 – Sep 2017*

***Project Manager***

* Conduct software design reviews to ensure technical accuracy and compliance to mitigate risks and cost following the Kanban system
* Develop testing scenarios and checklistsfor enhancements to the client’s proprietary software
* Lead TEST teams, handled multiple projects concurrently and represented QA efforts to Project Leads on scheduled release plans according to the finds patterns and subtle relationship in data.
* Document defects, bugs and enhancements according to established change management standards
* Validate converted data by developing reports to compare to client’s original data (finding patterns and subtle relationship in data for conversion)
* Improve the documentation for testing practices to standardize best practicessaving time and money
* Support developers with the design of SQL databases
* Facilitate business requirements with new clients to support applicationmigrations for the development team

**Freedom Services Financial Group, LLC**, Lake Geneva, WI *Aug 2015 – Nov 2015*

***Project Manager***

* Integrated new client into existing Financial application system using the scrum/agile method
* Accountable for the application development of taking the business objectives and incorporating them into a financial system
* Well versed in Banking, Finance and various levels of Business Application Knowledge
* Managed the work processes and workflow mapping using data capture with SQL
* Analyzed business, user and technical requirements for proposed system solutions according to scrum/agile methodology
* Performed quality assurance, system integration and user acceptance testing facilitating on-time, on-budget and acclaimed “go-live” implementations for the client’s users

**Common Sense Solutions, LLC**, Lombard, IL *Dec 2014 – Jul 2015*

***Project Manager***

* Migrated 2 clients from Windows XP to Windows 7 and from MS Outlook to Outlook 365 in the cloud (275 users)
* Handled change control procedures for proprietary software written for legal client
* Extracted and converted data from homogeneous or heterogeneous data sources for importing
* Assisted in the implementation of ComputerEase and PSA for new clients using scrum/agile methods
* Maintained a detailed project schedule, milestones based on client’s business objectives

**Freedom Services Financial Group, LLC**, Elgin, IL *Mar 2006 – Dec 2014*

***Project Manager***

* Used the scrum/agile method to handle the application development of various financial concepts
* Managed and scheduled 5 hardware consultants to handle the implementation of the infrastructure
* Spearheaded and scheduled 4 software consultants for software development for the proprietary Financial System
* Managed 4 technicians including 2 software consultants in developing the company website and it’s brochure
* Moved data center infrastructure from Downers Grove, Elgin then to Lake Geneva
* Managed a technically diverse staff of 5 that was responsible for providing first and second level help desk support in a consistent, timely and courteous manner
* Handled sophisticated asset-backed credit financing through commercial paper for clients
* Negotiated with Capital Markets on tenor and rate for commercial paper
* Conducted daily statistical reporting, accruals, reconciliations and accounting operations for clients

**System Capital Corporation**, Downers Grove, IL*Oct 2001 – Mar 2006*

***Project Manager***

* Used the scrum/agile method to handle the software development of various financial concepts
* Handled various financial concepts for McDonald’s and 7 large suppliers,land leases, franchises and company stores
* Spearheaded and scheduled 5 software consultants for developing the Financial System
* Developed a comprehensive disaster recovery and change management plan based on ITIL principles which was tested annually
* Handled sophisticated asset-backed credit financing for System Capital
* Established derivatives for McDonald Franchisees who secured variable rate loans
* Negotiated with Capital Markets on tenor and rate for commercial paper
* Managed a staff of 4 accountants to handlegeneral ledger processing for Parent and Subsidiaries
* Finalized the reconciling and financial reporting for five American and two foreign entities
* Prepared and filed state/local income taxes and annual reports for 45 states and their applicable jurisdictions
* Moved infrastructure from Chicago to Downers Grove

**OAG WorldWide**, Oak Brook, IL *May 1999 – Oct 2001*

***Manager, Global Service Center & Computer Operations***

* Managed a 24x7 U.S. service center and computer operations with a staff of twenty five that provided support for all IT-related inquires covering the full span of technologies for 750 employees located in offices in England, the US and Asia
* Organized the implementation and training of the Remedy Help Desk system for offices located in US and England
* Identified, developed and implemented a change management system as well as the point of contact for all change requests
* Developed a comprehensive disaster recovery system for the US and England which was tested bi-annually
* Managed SLA’s, benchmarked results and reported the outcome to upper management
* Quality improvements to the Remedy System was incorporated based on results of the benchmarks

**McDonald’s Corporation,**Corporate Claim Center, Lisle, IL *Jan 1991 –Jan1999*

***Project Manager (I, II)***

## Accountable for 6 departmental project teams to ensure the operational readiness for software development

## Managed resources and capacity planning for Insurance Claim and Risk Management System using scrum/agile methods

## Managed a team of 8 which collaborated with 25stakeholders

## Implementeda Help Desk, Disaster Recovery and Change Management system

## Accountable for IT operations with a staff of 10 and an annual budget of $1.8 million

* Move data center (AS400 and Servers) from one location to another