
PRODUCT OWNER / PROJECT MANAGER

Product Development / Business Development / Program Management

Highly experienced Product Owner / Project Manager with over 13 years' experience working with product development, marketing and training, online services, software development and program growth in the ecommerce, IT and telecommunications industries. Strategic leader who has successfully created and managed cross-functional and globally distributed teams. Consistently exceeds expectations by producing high value products supporting strategic business objectives while leveraging customer relationship management, communication and leadership skills.

Core Competencies include:

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|------------------------------------|--------------------------------------|
| ❖ Project Management | ❖ Negotiation |
| ❖ Team Building and Leadership | ❖ Portfolio Management |
| ❖ Program Management | ❖ Life-Cycle Management |
| ❖ Customer Relationship Management | ❖ Risk Identification and Mitigation |
| ❖ Scrum/Agile Methodology | ❖ Resource Planning Management |

PROFESSIONAL EXPERIENCE

Product Owner / Project Manager, 09/13 – Present **ESRI, Redlands, CA**

Manage large customer facing and strategic corporate projects using Agile and Waterfall methodologies. Manage program level initiatives to improve processes, margins, efficiencies and best practices.

Notable accomplishments:

- ✓ Manage custom training projects for DOD, state and federal government, public and private sector customers, domestically and internationally accounting for nearly \$1M in training revenue
- ✓ Product Owner developing a solution to restructure how software product training is delivered globally to nearly 300,000 customers annually
- ✓ Track and monitor revenue and manage P&L at a program level
- ✓ Mentor and train Project Coordinators on project management concepts and best practices

Project Manager, 01/12 – 02/13 **HEWLETT-PACKARD – PFIZER ACCOUNT, International**

Managed the planning, relocation, and installation through testing activities, in an agile environment, of a data center consolidation (DCC) project to reduce the Pfizer infrastructure from 19 data centers to four as part of a company merger/acquisition, over the course of 23 relocation events.

Notable accomplishments:

- ✓ Managed globally distributed teams to complete data center consolidations for six data centers in the United States (2) and Europe (4).
- ✓ Leveraged both Waterfall and Agile project management methodologies to execute all phases of the consolidation.

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- ✓ Led server migration events, directing technical teams through a carefully orchestrated process, to ensure all scheduled servers were relocated and tested within very strict deadlines.
- ✓ Ensured in-house technical teams worked in conjunction with 3rd party vendors, when outside support was required, to complete all milestones as scheduled.
- ✓ Identified risks and issues throughout the planning, executing and monitor and close project phases, and then developed mitigation plans to reach resolution.
- ✓ Successfully closed 23 project events, completely exiting four data centers through the migration of nearly 1000 physical and virtual servers.

Business and Government Customer Operations Manager, 12/08 – 01/12 **VERIZON WIRELESS, Warrendale, PA**

Managed multi-million dollar accounts, coordinating specialized teams to successfully meet every need of the customer.

Notable accomplishments:

- ✓ Created custom tailored solutions to match Verizon Wireless products and services to the customers' needs.
- ✓ Developed and chaired a customer loyalty project that reduced churn by 4.7% and increased contract renewal rate by 6% in 2011.
- ✓ To educate colleagues on innovative ways to improve department metrics, led sales and negotiation tactic seminars.
- ✓ As the subject matter expert for products, services and processes between 2010 and 2012, trained ten teams of 15-25 in customer service and technical support for national accounts.

Director of Marketing, 02/05 – 11/08 **Marketing Manager, 01/03 – 02/05** **REMLAB INC., Enon Valley, PA**

Managed the day to day operations of the Marketing Department, facilitating the creation of new products and services to increase the company portfolio.

Notable accomplishments:

- ✓ In 2008 introduced new infrastructure technology solutions which resulted in a 63% decrease in operating costs.
- ✓ Restructured pricing and service options in 2007, based on market research, resulting in a 34% growth in profit.
- ✓ Utilizing a series of email and marketing campaigns in 2004, increased the customer base from 10,000 to 125,000 monthly subscribers.
- ✓ Designed and managed a business affiliate program which included more than 3000 retailers and partners.
- ✓ Managed dozens of product and service development projects which increased the company portfolio from one service to more than 20 between 2003 and 2008.
- ✓ Developed promotional material in collaboration with a contracted design team to market new products and services
- ✓ Managed a website re-design project based on the Color Theory to influence customers purchase decisions

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- ✓ Initiated a user interface project to update the website using published reports on eye movement patterns in web design to highlight specific products and services
- ✓ Used web analytic software to track web trends and target specific demographics in marketing campaigns

PROFESSIONAL CERTIFICATIONS AND CERTIFICATES

- ❖ **PMP Certification** – Project Management Institute
- ❖ **Certified Scrum Product Owner (CSPO)** – Scrum Alliance
- ❖ **Certified Scrum Master (CSM)** – Scrum Alliance
- ❖ **Six Sigma Certificate** – Villanova University
- ❖ **IS/IT Project Management Certification** – Villanova University
- ❖ **Negotiation Certificates** – University of Notre Dame

EDUCATION

Bachelor of Science - Business Administration, Marketing
Slippery Rock University, Slippery Rock, PA

MEMBERSHIPS

- ❖ PMI – Project Management Institute
- ❖ SCRUM Alliance