

Gina Garrett

Greater Atlanta, GA • (404) 430-0858 • rmgarrett@yahoo.com

SENIOR PROJECT MANAGER

- **Diligent project manager with a proven record of success** for leading projects budgeted \$250K - \$20M each, managing services valued at \$23M, initiating and managing Six Sigma initiatives as a Practitioner/Process Owner.
- **Business strategist:** skilled at aligning business goals with business benefits such as delivering emerging technology solutions, business transformation, competitive advantage, and bottom-line gains.
- **Value-Added Leadership:** Cross-functional coordination, Client Relations and Representation, Vender Management. High-quality producer and effective communicator known to meet/exceed schedule and budget targets.

EXPERTISE

Project Management:	Software Development, Infrastructure Implementations, Corporate Divestiture
Project Lifecycle:	Predictive/Waterfall, Adaptive (Agile, Scaled Agile/SAFe), Six Sigma (DMAIC, DMADV, Lean)
Technical Tools/Skills:	Atlassian (Confluence, Jira), Azure DevOps/Microsoft Team Foundation Server (TFS), PRISM, Microsoft: Project, SharePoint, Smartsheet, Teams, OneNote, PowerPoint, Visio, Office 365

EXPERIENCE

06/19 to 07/19	BROOKSOURCE (Atlanta, GA) Sr. Project Manager (Contractor) <i>Managed multiple SDLC projects.</i>
Client: Comcast (Field Ops) Budget: \$200K	Initiated and led Frequency Finder migration from Apple TestFlight to Comcast Corporate Store; app designed to provide Field Installation Techs real-time access to channel frequency data for increasing first time resolution.
Clients: Comcast (Sales, IT, Tech Ops) Budget: \$200K - \$750K	Led multiple SDLC projects at various development phases (analysis, design, build, test, release). Managed integration of the Business Operations PMO, IT, and Technical Operations.
09/17 – present	INDEPENDENT (Remote) Consultant <i>Provide strategic business, company branding, and operations support.</i>
Client: Green Giant Construction Budget: \$1.2K	Led Marketing Campaign resulting in a preferred vendor relationship with Progressive Property Group, one of the Bay Area's largest property management companies located in San Francisco, CA.
07/16 to 02/17:	INTERNATIONAL SYSTEMS TECHNOLOGIE, INC. (Remote) Project Manager ETE SDLC (Contractor) <i>Led projects as Supplier/vendor, successfully delivering scaled agile (SAFe) projects.</i>
Client: IBM/AT&T Budget: \$2M	Delivered IP Flex on target, consolidating voice and data service driving greater bandwidth utilization for AT&T business customers giving them local, U.S. long distance and international reach for their U.S. locations.
Client: IBM/AT&T Budget: \$20M	Delivered Mobility Densification on target, one of the Chairman's top priorities, to deploy SmallCells which laid the foundation for AT&T's 5G evolution.
05/15 to 12/15	NORTH HIGHLAND COMPANY <i>Led IT Infrastructure project, and managed Communications on Divestiture project.</i>
Client: Chick-fil-A Budget: N/A	IT Project Manager (Contractor) - Led and managed VMware Hypervisor ESX 4x Upgrade as client liaison to Century Link (client's managed network services provider onsite at HQ in College Park, GA), successfully completing replacement and/or installation of 675+ virtual machines.
05/14 – 01/15	Program Manager (Contractor) Managed all Buyer requests for divestiture of Home Solutions CARE assets, monitoring communications with Buyer, leading meetings with Buyer, providing readouts for portfolio review, driving escalations to manage difficult situations and FCC requirements to ensure delivery for seamless transition.
Client: AT&T Budget: \$2B	

Gina Garrett

Greater Atlanta, GA • (404) 430-0858 • rmgarrett@yahoo.com

EXPERIENCE

08/13 to 04/2014	WORLD CHANGERS CHURCH INTERNATIONAL. (College Park, GA) IT Project Manager <i>Led PMO Formation, CRM Development, and ServiceNow Re-engineering.</i> Client: IT Budget: N/A Developed charter and project plan for PMO Formation, created Project Management/PMO curriculum based on PMI's PMBOK to educate staff on PM principles. Managed Use Cases/User Stories, led meetings/conducted interviews, monitored stakeholder engagement and communications for Microsoft xRM customization to develop CRM platform. Redefined and segmented department service types to enhance end user experience and increased IT knowledge base for ServiceNow Re-engineering.
09/12 to 08/13	AT&T SERVICES, INC. (Sandy Springs, GA) <i>Promotion and recognition for driving high-quality performance.</i> Six Sigma Black Belt - Led short and long-range Six Sigma projects (DMAIC, DMADV, and Lean). Supported Senior Executives and Area Managers with identifying improvement opportunities to create projects and acquire resources. Assisted Area Managers in developing skills in performance standards and metrics for removing organizational barriers that impeded individual staff performance, and consulted on the quality of work performed by Regional Green Belts.
11/10 – 09/12	Manager: Quality/M&P/Process - Delivered Mobile Complete and received the Transform Network Operations Toward One AT&T honor for successful execution. Increased United Way Campaign giving 12% over 2011 goal as Sr. VP's Volunteer Coordinator and Area VP Co-manager a leading sub-team. Increased Global Network Ops VP and Area VP Prefer-2-Refer (P2R) employee customer referral participation 25% and 30% respectively above 2011 goals as VP's Lead Volunteer Advocate. Led brand development, design, and implementation of Sr. VP's P2R Rewards and Recognition Program.
10/07 – 11/10	Sr Specialist - Awarded Product Management Center (PMC) Certificate of Recognition for being Top 5% contributor by maintaining 100% average on quality across all department metrics. Completed Roaming Operations Center, and Network Support Services Tier III Intern Programs troubleshooting root cause of GSM-GPRS/EDGE/UMTS working alongside Network Engineers and leadership to resolve issues, and manage escalations.
09/06 to 10/07	COLLABERA, INC. (Alpharetta, GA) Lifecycle Manager (Contractor) <i>Managed delivery and/or expansion of corporate business WAN/MAN services.</i> Client: AT&T Budget: \$23M Served as Customer liaison leading cross-functional teams (Implementation and Service Managers, Engineers, Account Executives, and Technical Vendors) from feasibility through design, testing, and deployment ensuring contractual obligations were met and delivery of optimal performance.

EDUCATION & PROFESSIONAL DESIGNATION

BS in International Management, Golden Gate University (San Francisco, GA)

Preparing for Exam:

Project Management Professional (PMP), [Project Management Institute](http://ProjectManagementInstitute.com) (PMI)

Professional Scrum Master I (PSM I), Scrum.org

AWS Cloud Practitioner, [Amazon Web Services](http://AmazonWebServices.com) (awarded Certificate of Completion, 10/2019)