

Linda E. Solorzano
Sr. PROJECT MANAGER
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Enthusiastic, passionate, coach; assists across the entire team for overall efficiency. Interested in building effective systems, creating more effective work streams, products and collaboration between groups. High tolerance for ambiguity; able to create order from chaos!

San Francisco City & County, Dept of Public Health IT PMO, CA
(11/2023- 03/2024)

- Improve PMO processes and procedures, maintain existing PMO tools, bring in new PMO tools for project intake, templates, capacity planning, for application moves, infrastructure, and integrations.
- Conducted project intake prioritization of medical system enhancements, new builds, facility/WI-Fi/infrastructure efforts driven by new EPIC implementation, regulatory compliance, policy changes impacting processes requiring changes and workforce management in many departments. Contracts monitoring for IT related procurement of SW/hardware.

San Francisco City & County, Public Works IT, CA

IS Project Manager – (09/2019- 11/2022)

- Stand up PMO processes and procedures, training and resourcing for the IT department (application and infrastructure, data warehouse).
- Organized intake in the prioritization of medium projects and smaller enhancements driven by new strategy and policy changes and compliance or Board of Supervisor voted policy changes to existing systems, ensuring success criteria is up front and met.
- Responsible for managing the RFP process steps involving acquiring and gathering business intelligence & requirements, prepare as is design and analysis consultants to work on the replacement of complex legacy middleware system and associated db routing of SF311 service requests, as well as the replacement for home grown right of way system and permitting and inspection system for betterment in alignment with the City and County modernization and digitalization of all systems and network, to improve overall street management across cross functional departments and agencies, conducting extensive steps involving IT, Procurement, Legal and inter Agencies for the issuance of RFPs, bidding and vendor selection and set up of contract for project initiation, in organized fashion for overall success.
- Working with automation of systems involving change in people management related to workforce development, new policy and performance management.

Stanford Healthcare Hospital (@ Apex Systems), CA

Project Manager – (02/2018- 10/2019)

- Implemented IT Applications focused on facilities and automated lighting/supply management and electrical/building monitoring systems for the new Stanford Healthcare hospital. Developed and managed the complex integrated master project plan working with all business stakeholders and IT infrastructure, applications, network and GC/Sub contractors and vendors. Led teams on a critical path, met timelines within challenging constraints and difficulties.
- Conducted daily/hourly highly restricted meetings due to contractual constraints gathering status on the set-up of the 12+ critical applications to complete infrastructure meeting strict timelines in order for the hospital to obtain temporary occupancy certification & first opening by 2019.
- Created, monitored and tracked all IT project artifacts, tasks on plan related to 12+ applications and standing as the PM for portfolio program requests for process adherence in testing, training for new hospital facilities. Working with vendors, contractors, sub-contractors on application details for network connectivity testing and acceptance with business owners.
- Worked with all new workforce in an unprecedented infrastructure environment, contributed experience in project management skills, juggling multiple teams bringing order in a fast paced, chaotic environment, and kept forward movement from Design to Build.
- Implemented the following applications: Metasys (building management systems) - customized software which functions as family of systems and servers to help manage and monitor entire hospital building systems (air flow, fire safety, water temps, etc.); Struxureware – customized software which monitors all energy usage of all hospital floors, ensures best use and contains costs; Lutron (shades and lighting) – customized application automating shades and lighting to meet compliance and/or the needs for OR and Patients and Physicians; Accelerometer – a customized software that provides key seismic earthquake for responsiveness and disaster prevention planning; TUGS/P-Tube customized application providing material management services that automates transport of pharmaceuticals to linen and food; CCURE/Milestone – customized applications that provided badging and camera services for security of entire hospital; Temperature monitoring modules and automated tracking to ensure proper temperatures constantly active to keep in compliance with medications requirements and for all use.

Monster Products, Brisbane, CA

Project Manager – (02/2017- 08/2017)

- Direct lead in the implementation of worldwide product launch with new distributor; setup of internal support procedures;
- Managed contractual negotiations and on-going relationship as main caveat.
- Developed, monitored and managed master project plan tasks; conducted kick off of major milestone efforts, developed/enforced procedures related to cost containment and spend, set up worldwide new customer accounts in multiple time zones, governmental agencies, ongoing meetings and ad hoc action items keeping forward movement in all regions.
- Conducted day to day coordination on localization efforts related to establishing product compliance and postal to allow entry to new countries and markets, accumulating/dissemination of training, marketing assets and VIP ambassadors for products branding in in-country events, as intercompany caveat. Perform risk management tasks, keeping a big picture for team goals.

Sony Interactive Entertainment America, LLC, CA (Sony PlayStation)

Project Manager (Suna Staffing) – (05/2015 to 11/2016)

- Managed project plans/master schedules for complex cross-functional platform programs, working with development teams, business teams, infrastructure/compute and network teams coordinating and developing solutions, design analysis, agreed to implementation phases and milestones during each stage gate; prepared ongoing progress reports.
- Conducted contractual management between 3rd party vendors, negotiating all tasks and procedures to prepare a master plan. Perform risk management and change management tasks, keeping the big picture for team goals, conducting day-to-day coordination with internal and 3rd party vendors, establishing a secondary backup and restore data center project, migrating application to new SAN.
- Prepare project documentations, architecture design and governance review presentation packages, budget of over \$4M.
- Utilized Jira, Rally and SAFe Agile methodologies and Wrike, MS Project for dashboards, implemented Waterfall/Agile/Scrum hybrid in the roll out of projects.

AT&T ASG Mobius Support, San Ramon, CA

Project Manager (Macrosoft Staffing) – (02/2014 to 05/2015)

- Conduct project support of Help Desk handling and processes for Antenna group Mobius solution managing changes, bugs/defects, enhancements, migrations and all Change Management requests.
- Create, monitor and maintain metrics for the entire Mobius Web support team.
- Prepare Business Requirements for ongoing enhancements, changes or adds to the Mobius Application.
- Special projects related to process improvements, workflow changes, and ongoing project management training and support.

Kaiser Permanente, IT Service, Design & Integration, Capital Planning, Pleasanton, CA

Project Manager (Akraya Staffing) – (10/2013–01/2014)

- Contributed in the end of year procurement processes of SW and HW infrastructure equipment for KP IT SDI Ops Portfolio, obtaining quotes from vendor, order issuance via online systems, following orders to execution and delivery to DC for end of year projects; Conducted data accumulation for budget reconciliation efforts, conducted ongoing assistance for KP IT SDI IMG Infrastructure portfolio; participated build up of Business Case documentation, reviewing documentation ensuring financials and benefits realization for budgetary included and placed into capital forecast master sheet.
- Involved in compliance funding management and reconciliation of OPEX/CAPEX purchases from prior years, initiate, investigate, track Requisitions, Purchase Orders (PO's), Statement of Work (SOW) and Request for Services (RFS) via KP processes.

Hewlett Packard Enterprise Services, RTLS / VA project (remote)

Project Manager – TO Tech Proposal Issuance – (04/2013–07/2013)

- Prepared technical proposal based on site visits conducted in 2/2013 with VA contact for roll out of asset management software system, including requirement gathering, systems set up from server capacity, equipment inventory, to confirmation of facilities in scope. - Compliance management to ensure TP in alignment with complex IDIQ.
- Established log and tracked issues to resolution; updated tech proposal document per VA requests; solidified final documentation for Contract Awardship. Task Order and Budget management, set up program execution of the VISA 22 So CA 8 facilities (serialization of assets).

California State Alameda County, Alameda County Superior Court, Alameda, CA

Contract Manager (Contract – Government Staffing) – (01/2013–04/2013)

- Prepared 20+ contractual agreements conducting renewals, extension and negotiating services for Health Care related to Adult Drug Court parole servicing (alternative options to incarceration).
- Compliance management for CAL Grants, SAMHSA and other Governmental funding agencies.
- Establish log, maintained calendaring to ensure timely and accurate filings.

VMWare (Cloud Services, Rincon Ops), Palo Alto, CA

Project Manager-Demand Management (Contract - Advantage) – (04/2012–12/2012)

- Managed Cloud infrastructure implementation, automated core services establishing project documentation repository, and managed issues to resolution, tracked and monitored effort conducting risk management and security evaluations identifying resolutions, executing plans; worked in Operations Physical to Virtual (PtoV) internal server / data center automation effort.
- Drove the development and improvement of project methodology and approach of SDLC for Project executions.
- Managed changes to existing infrastructure while supporting virtual appliances, changes to virtual platforms and systems.

IBM/Williams, San Francisco, CA

Project Manager – Contract (ZeroChaos) (11/2011- 12/2011)

- Created project plan for complex PowerPlant application divestiture (Enterprise ERP project).
- Managed the trial methodology and approach of SDLC for new Account and Project executions.
- Assist in projected resourcing and schedules, preparing "testing check-lists" in connection with Oracle ERP forms removal effort.

AT&T Global Business Solutions/IBM/Amgen, San Francisco, CA

Project Manager- Contract – (Technisource) (11/2010 –08/2011)

- Managed applications providing VPN access for enterprise business partners; code upgrades, issue resolution related to small work orders and international efforts on network installs.
- Rolled out disciplined approach (SDLC) to handling Account and Project executions following PMI methodology; develop/apply procedures for handling project management of accounts. Led de-centralized, matrix teams to fulfill efforts and statement work orders. Improved processing with repeatable processes in place enabling smooth transitions to support client goals in alignment with strategies.

PG&E IS TS PMO, San Francisco, CA

Project Manager - Contract– (TEKsystems) (04/2010-09/2010)

- Managed application and web projects using waterfall methodologies, following the entire SDLC, using online programming and website related data modeling for customer use in energy related services.
- Senior Project Manager responsible for improving organizational and business flexibility via use of PMI methodologies in the roll out of enhancements to PG&E Energy usage web application project, with an authorized budget amount ranging from \$500K - \$1.2M.
- Saved \$200K in effective planning and requirements gathering efforts reducing time and resource time, producing final solutions in alignment with customer requirements and using collected data for design/build phases.
- Improved costs through effective use of time and resources throughout the project life cycle (Plan/Analyze phases), conducting controls via the PMBOK and following PG&E PDM 3.0 methodologies. Key player in the rollout of a new project portfolio tool for status reporting and metrics Utilized MS Project, Excel and SAP for financial tracking and budgeting activities.
- Performed periodic quality assurance and quality control validation to ensure adherence to established PMO methodology

SFD Trading Inc., San Francisco, CA

Website/e-Marketing Administration (11/09-02/10)

- Involved with agency online and SEO servicing for diamond wholesaler as interactive/online advertising agent. Prepared plan with vendor for website launch, conducted media SEO interviews and selected final vendor for paid search. Ad hoc projects.

City of Menlo Park – Menlo Park, CA

Contract Administration Specialist (2/2009 – 8/2009)

- Administered renewals, extensions, investigations for 20 + contracts, preparation of bids and RFPs, Statements of Qualifications (SOQ), conducting thorough and diligent interviews with potential vendors, prepare contract docs, bonds, insurance and expiration of contracts and agreements information; monitor expenditures for invoicing and payment for services; maintain updates for contract renewals, prepare grant proposals related to Capital Improvement Projects for the City of Menlo Park Public Works, Engineering, Transportation, Environmental departments. Grant administration involved with Stimulus funding and compliance.

AAA NORTHERN CALIFORNIA, NEVADA & UTAH, San Francisco, CA

Project Manager, Claims, Process Improvement & Bus Development (2006 – 2008)

- Conducted call center system enhancements, as-is/ to be process change meetings and execution related to claims customer care initiatives. Achieved maximum growth and improved processing claims by 25%; increased overall claims customer satisfaction 88%, and built systems that realized a 30% savings in resource utilization, redirecting resources to appropriate functions, elimination of redundant efforts for more streamlined processes and improved customer care effectiveness.
- Saved AAA budget dollars with effective resource allocation, shared resources through the realized benefit of applying the right project management methods and techniques in identifying the right resources required to improve project handling while encouraging the embracing of a more process culture project environment. This resulted in completion of 100+ claims / insurance services projects and programs.
- Championed the design and development of the AAA Visa Debit (BOFA) card that established advance payment for fire victims at the Angola fires.
- Project Managed from initiation kicking off new product rollouts for the integrated Auto Product Support application tool (Auto Matrix) which provided a portal one stop shop housing all policies, endorsements and forms for use by claims handlers.
- Established, planned and led best practices for PMO methodology and the development of estimations, business case CBA and ROI for operational initiatives instilling the Claims Governance Committee; handled confidential data for upper management review. This resulted in completion of 196 proposals and 108 projects improving processes for claims handling, reduced costs and enhanced use of various software and attained improved rates for licenses and contracts.
- Develop and execute project plans including resource requirements, deliverables, milestones, and completion timelines, following SDLC. Prepare and review project deliverables, ensuring that internal project documentation is complete. Deliver projects per agreed company performance metrics and timelines. Prepared analysis and management of efforts involved in the optimization of claims support operations for auto insurance products and statewide new product rollouts (FLEX, Select, and Choice). Project focused on streamlining operations, complying with timeframes, uniting common process flow activities using VISIO, PowerPoint, and establishing a roadmap of reengineering efforts during Claims center expansion efforts; managed a \$3M budget.

AT&T Business Solutions, Network Global Markets, San Francisco, CA

Project Manager (2000 – 2005)

- Successfully reduced expenses by approximately \$25K (annually) by utilizing online meetings, moving time frames for projects, and resource sharing on multiple projects, which saved 25% on internal operating costs.
- Project managed the Morgan Stanley project for a highly visible PBX implementation; orchestrated the coordination of each department to successfully convert 2,600+ numbers from Centrex to DID involving Call Center enhancements and moves of various Chronicle locations.
- Spearheaded solution to develop customized framing/hand-off requiring specific compatibility with new custom equipment during a major 1-year project for Equant; indirectly supervised 100+ resources to deliver OC12 SONET and migrate existing circuits to new services, totaling \$5M+ contractually.
- Directed key projects for Network Data and Voice/CPE, call center / ISP products (specifically documenting current state, providing Visio diagrams of processes, schematics of network current and 'to be' scenarios, presenting solutions.
- Engaged in pre-sale activities, conducted and led design review, issued internal research and investigative actions with all Telco Departments for various FCC Tariffs in regard to order issuance providing accurate codes for correct revenue allocation, product and ACD, circuitry or telephony and ISP servicing.
- Executed 30+ project plans, leveraging technology tools and managing databases and portfolio reporting to track and monitor project progress. Led and tracked tasks from engineering, design, testing and order initiation (SDLC); coordinated labor crews involved physical installation and administration of the final cut over and attainment of customer acceptance. Managed up to \$500K-\$1M project budgets and capital expenses.
- Leader of a nationwide network and multi-state team assigned to the Discount Tire Frame Relay project; overcame obstacles and initiated the design of help desk processes in collaboration with 3rd party vendors; this involved adjustment to varying time zones and meeting new equipment service levels.
- Implemented PMO methods for establishing schedules, scope of work, allocating timeframes, tracking changes and issue management, and ensuring that specifications were completed within scope and cost. This resulted in customer satisfaction and repeat AT&T service valued at over \$4M in future sales.

ITIL Credentials (training)

Project Management Professional (PMP) Certified (2005) Active -2025)

Scrum Master/Agile (Danube 2008 trained) Certification underway

Telecommunication Trends Certified

Member, Project Management Institute (PMI) (7/2005 – 10/2029) (PMP Certified)

UNIVERSITY OF SAN FRANCISCO, San Francisco, CA

Bachelor of Science in Organizational Behavior (2001) – Honors

SAN FRANCISCO CITY COLLEGE, San Francisco, CA

Associate of Arts in Business Administration (1993)

AT&T/SBC/PACIFIC BELL, SAN FRANCISCO, CA-Executive CFO Assistant (1991 – 2000);Data Administrator (1987 – 1988);Director Assistant (1989-1990);Operator Assistant (1981-1986)

Software & Network Protocols:Cloud Computing/Virtualized environments/Big Data (ETL, clusters, etc.) Hive/MS Project / MS Office 365 Professional Suite (2020),G Suite, Power BI, Power Automate, Project for the Web/Project Online, Visio, Exchange, CA Technologies (Rally), SharePoint, Nortel Desktop Applications, Oracle, Linux, Avaya, Cisco, McAfee. Protocols: TCP/IP, MPLS, FTP, TFTP, LAN/WAN, Call Center/ Multiplexing / CPE (Nortel) /F5/Confluence, SmartSheets, JIRA (familiar), Slack, MicroSoft Teams, LucidChart, etc.

Hardware: ISDN/DSL, Optical Network, SONET, PBX Systems, Fiber Optical Products, Engineering for SONET/OPTI-Mon/GigaMAN, Transport/Switches (CISCO, FM150, MQ1/2/3, DACs, DAS). Proficient with servers, local and wide area networks; Network and system monitoring and Data Center (Disaster Recovery set ups) Storage Backup (NetApp), Cisco / Security Apps, VPN technologies F5, load balancing, compression technologies, SOA, network software protocols/server migrations (various legacy to modernized digital technologies), Azure

Other: CA/Rally/Confluence/Primavera/ Share point/ Salesforce /AWS/ SSL/HTTP/SaaS/IaaS