

Sarah Bill

Project Manager | Process Improvement Leader | Agile Practitioner

Summary

Projects, especially in today's complex organizations, are difficult to manage because of the three big inevitable constraints: time, resources, and scope. Often, the most important part of organizations -- the people who are a part of it -- have competing views and priorities on these limited resources. Over the 15 years of experience I have had managing projects, I found that the success rate of projects relies heavily on the alignment of these stakeholders through data, open discussion, and transparency.

Experience

Senior Scrum Master | Fidelity Investments | 03/23 - 03/24 | Durham, NC

- Worked with Scrum team to administer scaled Agile project management software internally
- Managed a company-wide software restructuring, requiring significant alignment across functional areas
- Coached Product Owners and Release Train Engineers to create Roadmaps to meet business needs

Business Integrations Director | Murphy's Naturals | 03/21 - 03/23 | Raleigh, NC

- Led the implementation of a new warehouse management system, including governance and reporting
- Planned and supervised the installation of network architecture for a new office location
- Managed strategic and tactical regulatory requirements for EPA-governed products, including external audits

Principal Scrum Master | Fidelity Investments | 11/19 - 03/21 | Durham, NC

- Managed a team of software engineers on a high-demand customer investment analytics application
- Continuously leveraged various testing methods to determine feature innovation strategy
- Utilized customer experience analytics at regular intervals to make product feature decisions

Business Analyst | Red Hat | 12/17 - 11/19 | Raleigh, NC

- Created a cross-departmental KPI dashboard with engineers, data scientists, and quality specialists
- Implemented an enterprise data lake, leading to innovative product development and cost efficiencies
- Improved sales pipeline systems and processes through standardization techniques and data cleansing

Employment Gap | 04/17 - 12/17 | Searching for employment after acquisition-based layoff

Project Manager | Scivation | 11/16 - 04/17 | Durham, NC

- Managed the development of a new product line with focus on regulatory needs and competitive influences
- Sourced and purchased raw materials for products with global supply chains, including risk management
- *Scivation was acquired by Nutrabolt, an industry competitor, in April 2017*

Continuous Improvement Manager | Kuehne + Nagel | 11/14 - 11/16 | Raleigh, NC

- Led cost-savings projects for global supply chains through continual data analysis and risk monitoring
- Modeled predictive analytics for clients' logistical channels and new regional expansions
- Presented strategic initiatives to client stakeholders based on their organizational priorities

Employment Gap | 01/14 - 11/14 | Began program to obtain B.S. in Information Systems

Process Improvement/Account Manager | Burt's Bees | 10/04 - 01/14 | Durham, NC

- Integration Project Manager - Led the initiative to integrate ERP systems and train employees
- Intl. Accounts Manager - Managed top tier accounts globally, from forecasting through order fulfillment
- Process Improvement Leader - Proposed and led process improvement projects across the organization
- National Accounts Manager - Managed the onboarding and order-to-cash cycle for a big-box retailer
- *Burt's Bees was acquired by Clorox in October 2007*

Education

- **Bachelor of Science - Information Systems** | City University of New York (CUNY) | 2022
- **Associate in Arts - Communications** | Durham Technical Community College | 2018

Certifications

- **Google I.T. Support certificate** | Coursera | 2022
- **Certified Scrum Master (CSM)** | Scrum Alliance | 2018
- **Six Sigma Black Belt** | VMEdU | 2011
- **Certified Supply Chain Professional** | ASCM Triangle chapter | 2008

Skills & Proficiencies

- **BI/Data Visualization Tools:** Power BI, Tableau, Qlik Sense, SAP Objects
- **Project Workflow Tools:** Jira/Atlassian, MS Project, Trello, Smartsheet, Asana
- **Version Control/Release Pipelines:** Jenkins, Bitbucket, Azure, Github, DevOps, SDLC testing pipeline
- **Strategy Tools:** Product roadmaps, Resource planning, Change management, Stakeholder communication
- **Agile/Scrum Methods:** Scrum event facilitation, kanban management, Scrum team KPI tracking
- **Data Collection/Analysis:** Customer elicitation, Process mapping, Root cause analysis, Stakeholder reporting