

# Virginia Wilkins Butler, PMP, CAE

803-569-8757 | [vwbutler@gmail.com](mailto:vwbutler@gmail.com)  
[www.linkedin.com/in/virginiawilkinsbutler](http://www.linkedin.com/in/virginiawilkinsbutler)

## Summary

Experienced hybrid project manager and business analyst specializing in digital management solutions.

## Experience

### Business Systems Analyst

**Municipal Association of South Carolina** (June 2006 - Present)

- Recommend, implement, and oversee use and maintenance for systems that improve organization operations.
- Research and implement solutions for software application projects, including gathering requirements, facilitating meetings, managing team responsibilities, and communicating project status to stakeholders.
- Develop project plans and budgets, coordinating resources to deliver projects on time and within scope.
- Write and execute requirements-based test plans for solution upgrades and new development, including supporting and coordinating staff, creating use cases, and conducting unit and integration testing.
- Serve as primary technology contact and system administrator for the Association Management System (AMS), including support for internal users and issue resolution.
- Oversee the IT support specialist and offer performance feedback to the IT support specialist supervisor.
- Create and maintain standard operating procedures, plus provide guidance for proper system accounting practices.
- Evaluate processes and offer recommendations for business improvements, particularly in creating easy online experiences while streamlining work and saving software programming costs.
- Provide recommendations and data for the annual budget, monitoring expenditures and creating budget reports.

*Management responsibilities for the following projects:*

- **Member-Only Portal** (single sign-on access offering criteria-based content and applications to members)
- **Contact Capture and Distribution Tools** (provides up-to-date, accurate information for municipal officials)
- **Municipal Clerks Application** (clerks update key information about their city through this secure application)
- **Learning Management System Integration** (tracks online learning for certification programs)
- **Online Registration Application** (a unique app allowing officials to charge guest fees to a separate credit card)
- **Integrated Online Payment Applications** (eliminates exposure to cardholder data, ensuring PCI compliance)

### Senior Project Manager

**Blue Cross Blue Shield of South Carolina** (June 2003 – June 2006)

- Developed project plans and risk management plans, identifying team assignments, tracking project milestones, adjusting project scope and evaluating resources to adhere to project process and timeline.
- Helped define business goals and worked with all project stakeholders to successfully meet those goals.
- Completed assigned projects on schedule, meeting project objectives and customer expectations.
- Established effective communications for all project areas, including the CIO and steering committees, through regular meetings, recaps, follow-ups, and status reports.
- Built an effective project team environment: identified organization areas and roles involved in the project, then provided clear assignments and communication to team members.

### Project Manager

**Agilera** (March 2001 – May 2003)

- Developed scope, schedule, and budget for each application project.
- Responsible for deliverables and managed project plans to complete efforts according to the project timeline.
- Managed the issue resolution process, escalating issues when necessary.
- Communicated project status, disseminating information to team members, stakeholders, and across departments.
- Coordinated resources and third-party providers for internal operations.
- Facilitated the project change request process.

- Handled project closeout activities and facilitated sessions about lessons learned with the team.

## **Project Lead**

### **Fleet Mortgage** (November 1994 – March 2001)

- Promoted quickly from Voice Communications Analyst up to Project Lead, 1994 to 1998.
- Planned, implemented, and managed the Compass Loan Xchange (CLX) initiative, a software implementation project to automate loan processes, providing all oversight, tracking, and consulting for the project team.
- Managed the system of record, overseeing issues related to all phases of implementation for the CLX initiative.
- Designed a comprehensive record-keeping system for project debits and credits, monitoring actual costs.
- Supported team by tracking issues, setting budget controls, and managing internal and external communications.
- Supervised three direct reports while in various positions within the company.
- Wrote status reports and project plans, including for executive management and steering committees.
- Collaborated with client technical operations and licensing teams to define standards and make recommendations based on industry changes, plus developed policies and procedures for procurement workflow.
- Escalated user orders, reviewed quotes to ensure quality of orders, and analyzed reports to track product arrivals.
- Served as project manager for in-house and remote location telecommunications moves, adds, and changes.
- Created and maintained voice communications network, plus analyzed invoices for ways to reduce expenses.

#### *Project lead for:*

- Information Technology Project Office (February 2000 – March 2001)
- Year 2000 Project (October 1998 – February 2000)

## **Education**

### **Bachelor of the Arts Degree** – Radio, Television, and Motion Pictures

University of North Carolina Chapel Hill

## **Certifications**

### **Certified Association Executive (CAE)**

ASAE: The Center for Association Leadership, 2020

### **Certified Business Analysis Professional (CBAP)**

International Institute of Business Analysis (IIBA), 2014

### **Certified Government Chief Information Officer**

SC Local Government Information Technology and Certification Program, 2009

### **Project Management Professional (PMP)**

Project Management Institute, 2002

## **Select Software & Skills**

- Microsoft Office
- Visio
- SQL
- SharePoint
- netFORUM Association Management System
- Higher Logic
- Vanilla Forums

## **Select Honors & Affiliations**

- State of South Carolina eGovernment Oversight Committee (2009 – 2013)
- Municipal Association Leadership Program, Columbia College (2010)
- Systems Analysis Certification Program, Rushing Center for Advanced Technology, Furman University (2002)
- Information Technology Standards Committee, Fleet Mortgage (1999 – 2000)