

Client Name

IT Project & Program Management Professional

PMP, SAFe accredited leader with a track record of providing expert technical leadership to cross-functional teams in planning and executing highly visible, sensitive, and multifaceted projects, complemented by advanced software programming skills.

Instrumental in devising impactful project plans incorporating approaches, performance metrics, and resources to accurately interpret requirements into enhanced deliverables. Excel at conducting root causes analysis, identifying/mitigating risks, and refining business processes by driving technology-related advancements. Established recognition as a trusted advisor in providing cost-effective solutions for various issues and initiatives by leveraging creative thinking. Adept at orchestrating robust training sessions focused on nurturing staff capabilities. Skilled communicator with proven ability to influence stakeholder decisions, deliver insightful presentations, organize constructive meetings, and foster positive relationships at all levels. Solid history of modeling the operational impact of AS-IS vs. TO-BE states, optimizing application performance in SDLC, and designing/implementing project management standards.

Areas of Expertise

- IT & Technical Project Management
- Strategic Business Planning & Execution
- Resource Allocation & Budgeting
- Staff Training & Development
- Vendor & SaaS Management
- Operations Management
- Budget & Financial Management
- Scaled Agile Frameworks
- Business Case Evaluation
- Data Reporting & Auditing
- Risk Analysis & Mitigation
- Performance Optimization
- Team Building & Leadership
- Business Process Mapping
- Stakeholder Engagement

Career Experience

IT Project Manager Consultant, Randstad, San Antonio, TX

2022

Steered the designated team in overcoming cultural resistance to eliminate at least 1 type of common hacking vector and increase overall network security. Maintained smooth project progress and informed key stakeholders on set milestones by adapting a distinctive combination of data analysis, presentation, and project planning and execution skills. Created key report templates, drafted the project business case, and maintained a RAID log.

- Led a cross-functional team to implement multi-factor authentication on 80% of company logins in an iterative project management environment for the client's PMO.
- Positioned as Project Manager and core team member on two Salesforce-specific Agile Teams as part of the client's transformation effort. Saved time and cost for the client by eliminating one bespoke Salesforce module.

IT Project Manager, Kaiser Permanente, Northern California

2012 – 2021

Earned recognition as a transformational and continuous Improvement professional company-wide. Managed outside vendors on an ad-hoc daily and yearly basis, overseeing over \$750K contracts as part of the overall PMO budget. Documented all vendor issues, budgets, outages, and enhancement/service improvements. Estimated job, contract, vendor, and department's IVR budgets, SOWs, and proposals. Monitored monthly spend, developed appropriate reporting, and informed management of budget performance. Redesigned business processes to boost revenue, provide exceptional customer service, and reduce costs.

- Eliminated paper tickets, reduced several thousand hours of yearly manual handling, and saved Kaiser at least \$100K in annual vendor costs by leading the development of a multi-year, enterprise-level electronic ticketing system for the PMO.

- Consistently generated over \$20M in yearly program revenue (pre-Covid) with Kaiser Permanente-NorCal's IVR platform.
- Maintained, enhanced, and extended the regional contact center's outbound IVR platform for the 4.5M KP member base. Onboarded new campaigns; managed contracts, budgets, schedules, and platform performance; and created quality reports.
- Grew the call center's outbound robocalling volume by 6x to 3.1M yearly outbound calls in 2018. Increased throughput by 5x through vendor negotiation and execution of technical enhancements.
- Negotiated a \$120K in-kind refund after conducting a multi-year, big-data billing analysis on a vendor for determining an overcharge to Kaiser Permanente by a SaaS vendor.
- Designed and project managed the build-out of a document information service ("WebNews") in a hybrid environment for 2.5K call center agents, managers, and ten departments for the PMO as the Product Manager for the Agile team.
- Wrote 50 and 15-page requirements documents for ticketing and WebNews system along with corresponding training docs.
- Developed and supported self-service reporting template service by managing a remotely operating cross-functional team.
- Completed ticketing projects by leveraging user requirements collection, process mapping, and data analysis skills/tools, engineering a functional mock-up in SharePoint, and removing project bottlenecks, schedule compression, and critical path issues.
- Onboarded a vanity short code-based, ad-hoc SMS (texting) service to the Northern California region of Kaiser by co-designing services, writing business cases, negotiating contracts, calculating monthly/yearly scenario costing, and influencing leadership to fund the service.

Career Note: Senior Forecasting Analyst, Finance, Kaiser Permanente, Northern California

Educational Background

Master's Degree in Business Administration, University of New Mexico, Albuquerque, New Mexico

Bachelor of Science in Industrial Engineering, California Polytechnic State University at San Luis Obispo, California

Licenses & Certifications

PMP (PMI), Certified Scrum Master (ScrumAlliance), SAFe (SP), Crucial Conversations.

Volunteer Work

THRU Project Mentor – Mentor to Foster Youth and Young Adults.

Audio/Sound and Presentation Technician – Independent Nonprofit.

Support Friend - Foster the City (a nonprofit organization that supports families with foster children).

Technical Proficiencies

PC SAS (Code Editor), SQL, SharePoint, PowerFlow, PowerApps, VBA, MS Project, Office365, JIRA, and Adobe Audition. Familiar with IVR Grammar, Smartsheet, Oracle, and ServiceNow. Advanced skillset in Excel & Microsoft Macros. ChatGPT / GPT4 hobbyist. Learning Python 3.