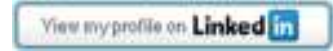


# CAROL A. MARSHALL, PMP Candidate

Edison, NJ 08837

[CarolAMarshall7@gmail.com](mailto:CarolAMarshall7@gmail.com)

(732) 809-6261



## PROFILE

Strategic, technology advisor who works closely with C-level IT Executives, IT Project Managers, and IT Vendor Relations Experts, to envision and build technology solutions that meet business objectives. My passion resides in motivating staff and putting challenging projects back on track. A strong believer in the importance of continuous learning, I encourage my team to keep their skills fresh, inspire to innovate and make positive advancements happen.

## AREAS OF EXPERTISE

**Information Technology (IT) Management** including advising “C” level management on IT issues, developing IT business strategies, setting and achieving consensus to business goals, planning and budgeting, IT Procurement, cost reduction programs, regulatory and policy compliance, meeting Service Level Agreements, (SLAs) managing external audits, data center, service desk call center, security measures to thwart intrusion, insuring against hardware/software obsolescence via version/release management, legacy system replacement, disaster recovery.

**Strategic Planning & Business Alignment** including overall planning of strategic initiatives to improve customer business tools and infrastructure, assessment of key issues and business drivers, identify needs/opportunity, cost effective options, prioritizing issues and building consensus/partnership with senior management.

**Project Management** from initiating charter with stakeholders through deployment, to closeout including cost & risk analysis, work breakdown structures, scheduling and resource management, managing teams, budgeting, communications, tracking & forecasting, contract compliance, change management, QC, documentation, issue resolution, and senior management reporting. Trained in PMI-PMBOK, experience with Agile Waterfall, SDLC and PMIS.

**Procurement and Vendor Management** work with management team, to understand business requirements, research potential technology solutions, insure all purchases are aligned with business goals. Responsible for all IT Purchase Order sign-offs. Review of vendor RFP/RFQ responses for function/feature and technical environment fit. Work with Procurement staff and associated purchasing applications, to identify areas for improvement, develop, test and deploy changes. Reduce/streamline the number of vendors, created strategic partnerships and negotiated rates, developed custom vendor catalogs with Dell and SHI, worked directly with Microsoft, Cisco, Lenovo on asset licensing, data warehousing and CRM.

**Personnel Administration** including alignment with corporate objectives, resource assessment and selection, PMO resource project assignments, business rationale, succession planning, coaching, empowerment of managers/team leads; defining technical competencies, attributes, behaviors and values required; team building, employee relations, maintenance of both union and non-union environments and employee communications.

## PROFESSIONAL EXPERIENCE

**FARAH PRIVATE WEALTH MANAGEMENT**, Newport Beach, CA July 2017 - Present  
*Director – Information Technology (remote consultant) Assets Under Management (AUM) \$300 million*

Responsible for the planning and implementation of Salesforce Financial Services in the Cloud. (SaaS) The Firm is replacing their existing client relationship management system, (CRM) to obtain real-time dashboard analytics of the Firm’s assets and provide clients a user-friendly portal to access their investments. Working with IT and the PMO, ascertain the firm’s requirements, research viable solutions, create Request for Proposal (RFP) to target vendors, negotiate vendor services and terms, create project plan, secure internal and external resources, identify potential risks and solutions. Currently designing and configuring the implementation while developing a training delivery strategy of Salesforce Financial Services for worldwide clients.

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**NJ DEPARTMENT OF ENVIRONMENTAL PROTECTION, (DEP)** Trenton, NJ March 2013 – Jan. 2017  
**Assistant Director - Information Technology, Budget Management - \$9.3 Million.**

Energized and led a team of 32 members in the daily operations of Network Infrastructure, Desktop and Server support, Development, IT Procurement, Service Desk Call Center and Systems Administration for the State of NJ DEP. Responsible for developing technology road maps, hiring, (employees and consultants) performance reviews and career development. Served 2,800 employees and 400 consultants, stationed in more than 80 remote locations by supporting approximately 3,400 PCs/laptops, ~250 Help Desk Calls resolved per week and supporting over 700 smartphones.

- Championed I.T. software and hardware projects from conception to implementation and identified areas for improvement. Project examples include migrated all users from Windows XP to Windows 7/10, migrated all email users from Microsoft Exchange to Microsoft Office 365, upgraded ~ 30 servers from MS Windows 2003 to MS Windows 2012 R2, upgraded the Help Desk Call Center Telephone system.
- Owned IT project portfolio and performed project tracking, resource planning, budgeting, change control and status reporting to business stakeholders.
- Nurtured vendor relationships of \$6.1 million. Request for Proposals, (RFPs/RFQs) vendor engagement, selection, Statement of Work, (SOW) contract negotiations, procurement, timelines, fees and services.
- Successfully implemented infrastructure improvements, software modernization and improved customer service in compliance with State of NJ and Federal regulations.
- Provided leadership and oversight to Disaster Recovery / Business Continuity testing along with the creation of company operational procedures and manuals. Identified areas requiring more detail, predecessors, dependencies and responsible parties.
- Expanded technology Standard Operating Procedures (SOPs) based on State and Federal regulations.
- Responsible for hiring, (employees and consultants) performance reviews and career development.
- Leveraged technology such as Microsoft Office 365, Microsoft Office Suite 2016, MS Project, Visio, Business Objects, SQL, Cisco, Symantec, Microsoft System Center Configuration Manager (SCCM), Viewfinity Privilege Management, Active Directory, SharePoint, Citrix, Heat Help Desk and Websense Enterprise.

**VERTIS COMMUNICATIONS, Monroe, NJ**

March 2008 – September 2012

**Managing Director - Information Technology, Budget Management - \$3.2 Million.**

Provided strategic direction in application development, implementation, infrastructure and system maintenance for **Medco/Express Scripts Pharmaceutical** and retail business operations.

- Restructured I.T. department, into New Development, Production Support and Project Management divisions which allowed for more efficient utilization of resources to meet critical business needs.
- Provided leadership to 44 concurrent digital development projects, valued at \$932,000 that helped streamline business processes to generate \$3.3 million in profit. Used Clarity Project Management tool.
- Formulated knowledge transfer procedures and resource sharing, to minimize single points of failure among key resources, increasing staff productivity by 14%.
- Reduced consultant wage contracts by 12%. Reduced consultant conversion fees from 25% to 10%.
- Provided support to Quality Assurance on enforcing policies which met ISO 9001:2000, HIPAA, Sarbanes-Oxley (SOX) and Health Level 7 (HL7) compliance and ensured Corrective Action Prevention Action (CAPA) implementation.
- Managed EDI transactions and XML file processing of Electronic Health Records (EHR) for Express Scripts Pharmaceutical to create Explanation of Benefits (EOBs) and Prescription ID cards.
- Directed DBA team to procure, design and implement ETL data into a Customer Relationship Management (CRM) database, mirroring a Salesforce environment.
- One of the first responders on Disaster Recovery procedures to ensure timely incident assessment, team formations, recovery task assignment and monitoring.

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**UNITED HEALTHCARE**, Basking Ridge, NJ

July 1997 – Feb 2008

## ***Sr. IT Project Manager***

- Created and implemented a Project Management Office (PMO) that was previously nonexistent.
- Led a staff of 12 Analysts who designed, tested and launched the website – [www.MyUHC.com](http://www.MyUHC.com) servicing over 6 million registered users.
- Coordinated multi-discipline resources and systems integration initiatives valued at \$8 million, that enabled self-service functions for patients, reduced staff by 250 service representatives and saved \$10 million.
- Managed IBM DB2 mainframe applications (15,000 users) and web-based applications. (9,000 users)
- Acted as Sarbanes-Oxley (SOX) Compliance Knowledge resource.
- Bundled and queued projects using Rational ClearCase into logical scheduled releases, based upon resources and business priorities. Published release notes and user collateral, including training manuals.

## **PROFESSIONAL DEVELOPMENT**

- Pursuing Project Management Professional (PMP) certification, Target completion December 2017
- Lean Six Sigma DMAIC Green Belt – Pivotal Resources
- FEMA Region II – Cyber Security Continuity Program
- Cyber Security for Law Enforcement and Homeland Security – NJ Regional Intelligence Academy

## **PROFESSIONAL AFFILIATIONS**

- Rutgers Edward J. Bloustein School of Planning and Public Policy - New Start Career Network
- Project Management Institute, (PMI) National and NJ Chapters
- American Society for Quality, (ASQ)
- US Department of Homeland Security

## **EDUCATION**

### **Masters Information Technology Project Management**

The George Washington University, Washington, DC

### **Bachelor of Science in Business Administration**

Management Information Systems (MIS)

Thomas Edison State University, Trenton, NJ