

DIANA MOYNIHAN PMP

16 Plumridge Road W. Milford, NJ 07480 diana.r.moynihan@gmail.com 845-625-7596 LINKEDIN.COM/IN/DIANA-MOYNIHAN-PMP-BIZ-DELIVERY

Professional Summary

A proven Sr. Business and IT Project Manager successfully translating business needs into automation through analysis, system design, and development for full implementations and ongoing maintenance using PMI, Agile/Scrum and hybrids of industry best practices. Success insured and risk mitigated by facilitation of clear communication of what the business wants translated into what and how the developers can build it; this being accomplished with proven leadership to keep within scope, budget, and schedule while still attaining expected quality levels. Accomplishment in exceeding expectations and delighting users has been attained with all projects in the 15+ years due to exceptional communication skills that provide the project status from the technical development and infrastructure teams and convey it into business terms for reporting to executive senior management and all stakeholders. Highly motivated and autonomous in work ethics balanced with a team player spirit that generously encourages and influences all stakeholders.

Key Skills

- Processes- PMP/SDLC /Waterfall Agile/SCRUM/Kanban/SAFe BPM, Six Sigma (VOC/DMAIC, Gap Analysis)
- Communications- Reporting Out – All Levels User Stories, IRAAD, BRD
- Tools- MS Suite; MS Project, Planview, Clarity, Rally, Jira
- Trouble Shooter- Risk Analysis, Risk Identification, and Risk Mitigation
- Team Building- Fostering Team Spirit
- Tools- TFS, Axure/Balsamiq

Industries/Fortune 500

- Federal Government- TSA/Homeland Security HUD, HHS/CMS, State Department
- BioTech/Health Care- United Health Care, BCBS (Digelab Solutions)
- Telecom- AT&T, Verizon, Cable&Wireless
- Financial/FinTech- Bank of America, Deutsche, Freddie Mac, Wells, Schwab
- Tech Companies- IBM, Time Warner, Doosan, PPL Global,

Professional Experience

- Optum Tech/United Health Care/United Health Group 2015 - 2017
Program/Project Manager for implementation of Customer Relationship Management (CRM/Salesforce.com) software
- Fully trained Waterfall Development team to build a mature Agile/Scrum self-directing team
 - Overcame challenge of reporting project status to executive management and cross-application teams by developing a method for reporting the status of functionality by breaking it down from product increments
 - Created 9 Weekly and 6 BiWeekly status reports for Executive Senior Management, Leadership, and User Teams to increase the transparency into the project health for 5 cross application teams
 - Commended on ability to delight the customer on the results seen in Demos presented to Users; acceptance of input was appreciated and included in the prioritized product backlogs
 - Coordinated up to 8 Cross-Functional Teams requiring inclusion, reporting, and status updates successfully reducing dependencies and risk to projects
 - Managed projects with Agile/Scrum team and utilized Scalable/SAFe Agile Methodologies to support the roll out of corporate methodology changes
 - Managed all project Content Management on CRM/Salesforce.com, Sharepoint, and Configuration Management tools; managed the documentation for all teams including requirements, designs, and prototypes
 - Provided visual representations using Visio (Azure for UX prototypes) giving Users ability to provide feedback and updates to requirements

- Deutsche Bank, NY,NY 2014 - 2014
Project Manager for Vendor Risk Management (VRM) Tool Migration from IROdb legacy system
- Succeeded in bringing in all Senior Executive Risk Managers in 8 countries (UK, Germany, China, Japan, Singapore, Philippines, India, NY) onto the new VRM platform within the 3 month targeted goal to meet the deadline for compliance to federal and regulatory reporting agencies (Saving substantial government Fees and charges in the millions)

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- Resolved the issue of communications with the VR Managers globally by communicating on their time schedule and providing a hands on approach for assistance with any issues or roadblocks to their process
- Assisted International Management teams and Users/Service Request Owners (SROs) in understanding business operational changes, process standards, and system changes related to the new Risk Management tool
- Liason and translator between business and technical teams, including the infrastructure group for technical translation into business terms for completed implementation
- Mapped all requirements in Visio for visibility of current state vs future state and requirements discussions; created Data Quality reports for correction of issues and errors to be resolved
- Commended for the promotion of team inspiration and success with quickly building the needed rapport to permit comfort by the Senior Management in being led through the process
- Created PowerPoint Presentation to provide future requirements and ease of use for online internet application for all Users; supporting User Acceptance Testing

Cognosante

2013 - 2014

Project Manager for TMSIS Project as Subcontracted through eDaptive and Cognizant Vendor utilizing Agile/Waterfall Methodologies (\$8 Million)

- Coordinated between Vendors and various internal and external teams including Government Agencies
- Organized all client facing and internal meetings for validation and input of requirements iteratively
- Created screen shots/UX Designs, prototypes (visualizations of recommendations to software/website) for client validation and input
- Utilized Visio Diagrams for requirements verification and operations input for requirements of business
- Created Action, Issues, and Risk Register for Proposal Vendor follow up and resolution
- Communicated and reported project and team results to stakeholders, partners, and senior management
- Handled all documentation; administrator to the Sharepoint site for updates and input from team
- Established best practices for project management, agile, and SDLC processes; input to company IT Policies

TIAA CREF

2012 – 2013

Project Manager for the Institutional Retirement Technologies on the 'DataShare Phase IV' project; Institutional Client inbound and outbound file exchange based on SPARK standardized file format and "Transmissions OCL" w/Unified Desktop and Plan Focus (\$1.6 and \$4.5 Million respectively)

- Created Visio workflow diagrams for a full multi-application data flow for process re-engineering in order to provide a standardized methodology for both the internal and external client communications (Business Process Management)
- Policed the budget for 90 – 120 project resources in Clarity; collected estimates, charted against actuals and provided savings to the company by rigorous follow up on expiring resources
- Supported IT, ST, UAT, Performance, Regression, and UAT testing efforts with over 450 Test Cases and 100% resolved defects
- Worked both SDLC/Waterfall, CAPA/SOX, and Agile/Scrum projects w/Jazz RTC Collaboration tools, Quality Center, Klikview, Service Now Change Requests (parent/child) and ERM and Deployment Management compliance
- Provided status to Senior Executive Management, team and stakeholders; 4 Blocker, MPP, MDS, BTW (Build to Win) and ran weekly Core Team and BA Meetings in order to bridge the project to the various releases and programs
- Documented, followed up, and ran all adoption, utilization, action items, risks identified and issues to resolution through cross team meetings and discussions
- Worked with all infrastructure projects and scheduled additional patches, upgrades, and provided verification of compatibility for software implementations resolving all external project dependencies
- Coordinated meetings with 3rd Party Vendors for application SME input and communications between teams

IBM/Maersk Shipping Lines

2011 - 2012

Project Manager for IBM serving the Maersk Global Operations Finance and Operations Applications Clients

- Managed projects for Oracle and DB2 including HTML/XML Portal and GUI/IU front end

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- Set up Project Plans, Issues Logs, and Requirements Documentation for all database and CRM applications
- Liaison to Users to gather requirements and translate into technical and system requirements along with Senior Executive Management, Business Clients, Internal tech team and development
- Assisted in architectural input for SOA and UML processes for identification of systems for business processes
- Led meetings for infrastructure projects in order to align with all development project initiatives
- Controlled the Scope with the use of sign offs and change management processes; included work in current project or created new projects for larger initiatives
- Handled all investment requirements for various portfolio strategies utilizing Visio diagrams for visuals of operations and use for translation between interfacing applications and business requirements
- Led Visio Presentations for updates to current business operations and future state operations identifying gaps and 'low hanging fruit' for business and investment portfolio improvements

DIMENSIONS CSE INC

2000 - 2011

- *Project Manager for Multiple roles and projects featuring troubleshooting projects to get them back on track with a variety of successful strategies to manage team/project resources efficiently. Flexibility and expert communications required to handle global clients with cross application teams*

Education

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| NOVA Northern Virginia Community College | Software Configuration Management Certificate |
| Capability Maturity Model Certificate | UNIX Intro and UNIX II Certificate |
| CSoftware Testing Certificate | Client/Server Computing in an Open Systems Environment |
| Brevard Junior College | Full Scholarship 2 Years Fine Arts Studies, Phi Beta Kappa |
| Project Management Training Institute (PMTI Global) | PMI/PMP Training Certificate of Completion |
| Pinnacle Professional Development | PMI/PMP Training Certificate of Completion |

Affiliations and Memberships/Certifications

- PMI Member/PMP Certified/New Jersey PMI Chapter/Washington DC Past VP of Programming
- ScrumMaster Certification in progress
- BPM; Business Rules Training through Industry Leader Ronald Ross and Gladys Lam
- Business Process Management Systems (BPMS) Conference Training
- Carnegie Mellon Software Engineering Institute SEIBank Member – Capability Maturity Model (CMM)
- Toastmasters (Contest Winner up 3 Levels of Competition)