

SENIOR AGILE & WATERFALL PROJECT/PROGRAM MANAGER

Experienced senior project/program manager with demonstrated ability to fulfill project priorities, meet deadlines and achieve goals. Assertive hands-on leader, organized and thorough planner, effective negotiator. Creative problem-solver, thrives on challenges, dedicated, analytical and responsive. Resourceful team builder with solid interpersonal and communication skills. Diverse expertise in:

- Certified ACP and PMP
- Project Planning, Scope, Time, Cost, Tracking
- Budget Creation, Management and Reporting
- Analysis and Problem-Solving
- Cross-Functional Teams
- Collaboration and Team Building
- Executive Management Reporting
- Vendor Relations
- Risk Management
- Business Stakeholder Management
- Change Management and Issue Resolution
- Microsoft Project Expert

PROFESSIONAL EXPERIENCE**Verizon**, Basking Ridge, NJ**2011 – 2017****Senior Project Manager, Global Products & Solutions**

Overall project management and execution of several national projects supporting large enterprise, government and small business customers.

Key Highlights:

- Successfully completed 14 large-scale enterprise projects over 3-year period, totaling \$200 million in projected annual revenue. Directed cross-functional team that delivered all projects on schedule, within budget, and at a high level of quality.
- Implemented market-by-market rollout approach for two projects, which accelerated product sales by 4 months versus traditional approach of launching in all markets at same time and also saved a major customer who was ready to switch service providers.
- Significant contributor on department's Process Improvement team, which implemented numerous changes that streamlined new product development process and made it more effective.
- Conducted collaborative sessions with cross-functional project team to define project requirements, identify potential roadblocks, and align on an approach to achieve the specified business objectives for delivering the products.
- Mentored four project managers that were new to the team; gave overview of new product development process, answered any questions they had, and provided advice/guidance when needed.
- Demonstrated ability to work effectively with diverse individuals to drive project success; a proven track record of leading teams to complete projects within schedule and on budget.

Quality Technology Solutions, Parsippany, NJ**2006 – 2011****Project Manager**

Managed development of detailed project plans using PMI methodology and Microsoft project management software and coordinating efforts between the QTS project teams, customer personnel and the appropriate third parties.

Key Highlights:

- Directed 8 Project Engineers on dotted line basis and reported to Chief Operating Officer.
- Completed 50 customer IT network infrastructure projects in one year, resulting in \$2 million in service revenue for the company.
- Achieved implementation of seven concurrent projects during a 10-week period for a demanding new customer totaling \$166,000 in new services.
- Deployed advanced wireless infrastructure to support a unique business initiative by an internationally known restaurateur in New York City; met original project deadline despite multiple increases in service requirements.
- Ensured smooth delivery of QTS projects to customers, within budget, on schedule, and at a high level of quality. Served customers across a wide spectrum of industries including retail, hospitals, financial services, insurance, legal, food/wine distributors, not for profit/charitable, and education.

MCI, East Rutherford, NJ

1998 – 2002

Senior Manager, Network Project Management

Nationwide responsibility for managing implementation of switches, digital access cross connect systems, and other network equipment to support MCI's internet, data, and voice product offerings.

Key Highlights:

- Directed 8 Project Managers and reported to Director of Network Project Management
 - Managed implementation of 60 network equipment expansion projects totaling \$240 million capital investment in various MCI markets throughout the U.S; grew network by 2.2 million phone lines (25%) over 3-year period.
 - Led interdepartmental team that installed 10 state-of-the-art telecommunications systems within 10 months, achieving \$50 million in annual cost savings.
 - Implemented process enhancements identified during post-mortem meetings with cross-functional project team, resulting in decrease in average telecom network equipment deployment time by 25% over 2 years.
 - Developed market plans for all 68 cities where company operated, which included financial results, comparison of actual to forecasted sales, and network statistics; this quarterly report became an important tracking tool for operations personnel and senior management.
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EDUCATION

Chubb Institute, Parsippany, NJ
Computer Networking and Security (CNS) Program

University of Michigan, Ann Arbor, MI
MBA, Finance

Northwestern University, Evanston, IL
BA, Economics

CERTIFICATIONS

Agile Certified Professional (ACP)
Project Management Professional (PMP)
SAFe Scrum Master
SAFe Product Owner/Product Manager
SAFe 4 Agilist

AFFILIATIONS

Member, Project Management Institute