

PROJECT MANAGER

RELIABLE GOAL ACHIEVER ♦ DECISIVE MANAGER ♦ ADAPTABLE MULTI-TASKER ♦ RESOURCEFUL PROBLEM SOLVER

Consistently meeting and exceeding scheduling, operational, budgetary, quality, and business targets.

Success-driven, credentialed project leader accomplished in setting and controlling project strategy, direction, and outcomes from inception through to delivery. Technical expertise honed through extensive hands-on experience steering multi-sized, high-value and -visibility healthcare industry initiatives. Employing strong analytical capacities, focused attention to detail, and sound judgment to continually enhance efficiencies, lower risk, resolve conflicts, and improve processes. Practiced in gaining trust, nurturing a culture of respect-based innovation, encouraging cross-functional collaboration, and empowering team members through mentoring. *Fluent in English & Russian. Open to travel.*

CAREER PERFORMANCE HIGHLIGHTS

- ▶ **Raised project productivity 10% while simultaneously realizing ~\$100K in cost savings by streamlining development phase and recycling common modules.** | *IBM Project Manager / Delivery Lead*
- ▶ **Produced \$200K in client savings by leading team in determining and undertaking completion of a portfolio of Lean initiatives.** | *IBM Project Manager*
- ▶ **Saved customer \$100K+ in software licensing fees by innovating a web-based application icon/link that reduced need for repeated operator mainframe access.** | *IBM Project Manager*
- ▶ **Developed mandated healthcare industry compliance for client by building an interface between a web-based information-sharing application and proprietary imaging system.** | *IBM IT Specialist – Sr Programmer / Analyst*

CORE STRENGTHS

Project Organization & Roadmaps ▪ Business & Technology Solutions ▪ Strategic & Tactical Planning ▪ Lean Six Sigma Business & Feasibility Analysis ▪ Change Leadership ▪ Software Development Life Cycle (SDLC) ▪ Application Evolution Stakeholder Engagement ▪ Cross-Functional Team Collaboration ▪ Standardized Procedures ▪ Deployments & Migrations Vendor Due Diligence ▪ Contract Management ▪ Professional Presentations/Reports ▪ Risk Identification & Mitigation Business Continuity & Disaster Recovery (BC/DR) Planning ▪ Regulatory Requirements & Compliance

CAREER SUMMARY

IBM GLOBAL SERVICES – HORIZON BLUE CROSS BLUE SHIELD (BCBS), Newark, NJ

Project Manager / Delivery Lead | 2015 to Present

- Plan for and deliver maximum efficiency and minimal risk while helming all phases of multiple application development projects to support client growth objectives. Consult with client to coordinate project details, releases, and issue resolution matters. Orchestrate all project communication and operations, inclusive of scope, subcontractor agreements, scheduling, budget control, and status reporting. Oversaw project operations, including scope, risks, and status, managed schedules, and controlled budgets. Prioritize and delegate tasks across team of 10 on- and off-shore resources.

Benchmarks

- ♦ **Honored** with Manager's Choice Award in 2017 for exhibiting avid interest in project leadership best practices.
- ♦ **Generated** positive client experience along with high satisfaction levels by synchronizing teams and verifying availability of applications for next business day use following Horizon infrastructure mainframe software upgrades.
- ♦ **Diminished** IT application project risks by completing thorough risk assessments; ensured accuracy by scrutinizing forecasts.
- ♦ **Accelerated** new offshore team member billable status by condensing training process with standardized knowledge transfer materials and individualized mentoring.
- ♦ **Directed** valuable insights and deliverables to yearly disaster recovery (DR) testing, including drafting and carrying out DR test plan for proprietary image capture application during DR exercise.
- ♦ **Resolved** reported production issues with multiple IT Horizon teams by spearheading fruitful efforts to facilitate information transfers with governing association and creation of documents of understanding (DOUs), business requirements documents (BRDs), and an operation support plan for IT value-based program (VBP) team.

- ♦ **Complied with and applied** both IBM as well as Horizon BCBSNJ required processes, such as release management and workflow protocols, throughout project execution and production support activities.

Project Manager | 2009 to 2015

Advanced knowledge and expertise in full life cycle software application development, testing, maintenance, and evolution while collaborating with team of 10+ in devising and deploying customer-driven solutions. Governed changes and maintained resource data. Bridged communications between customer and project team.

Benchmarks

- ♦ **Secured** client approval to proceed with project after detailing implementation and test plans and delineating software acceptance criteria.
- ♦ **Championed** attainment of quality goals by tracking project, productivity, and efficiency metrics, auditing team workmanship, and conducting reviews, walk-throughs, and defect prevention activities.
- ♦ **Engaged** team in assessing and adapting impact of enhancements and customizations as part of analysis sessions.
- ♦ **Managed** 3rd level support for production issues.

IT Specialist – Senior Programmer / Analyst | 2000 to 2009

Established reputation for reliable and timely design and production of quality software solutions while acting as subject matter expert (SME) for key image capture and storage tool. Planned, estimated, and tracked projects. Guided on- and off-shore development team in delivering multiple error-free, on-schedule, and within-budget projects.

Benchmarks

- ♦ **Excelled** at gathering, analyzing, and translating business requirements into technical specifications, preparing functional design documents, as well as formulating testing specifications and coding and performing tests.
- ♦ **Boosted** customer productivity and satisfaction by eliminating need for manual intervention with process automation solutions.

Additional Experience

IT Specialist – Programmer / Analyst | IBM Global Services at Horizon Blue Cross Blue Shield, Newark, NJ

Staff Programmer Analyst | Horizon Blue Cross Blue Shield, Newark, NJ

EDUCATION ♦ PROFESSIONAL DEVELOPMENT & ASSOCIATIONS ♦ TECHNOLOGIES

Bachelor of Arts (BA), Computer Science – New York University, New York, NY

Certifications: Project Management Professional (PMP®), 2016 | Lean Six Sigma | Agile Explore | Enterprise Thinking Practitioner & Design Thinking Practitioner | Cognitive Practitioner | Blockchain Essentials & Foundation Consultant
HealthCare Industry Foundation

Affiliations: Project Management Institute (PMI) – New Jersey Chapter

Process Modeling: Rational Requisite Pro, Business, Technical and Traceability Documentations

Project Management: Work Breakdown Structure, Waterfall, JIRA

Change Management: Rational ClearQuest, ServiceNow

Processes: IBM Quality Management System (QMS), Capability Maturity Model Integration (CMMI Level 3)

Languages: COBOL/III

Operating Systems: MVS OS/390, z/OS v2.2

Databases DB2 v11, VSAM, SQL

OLTP: CICS v5.2, IBM MQ

Tools: SPUIFI, Xpeditior, IBM Data Dictionary, SDF, NDM, ENDEVOR, QMF, IBM Utilities, IBM Debug Tool, Strobe, Omegamon, Microsoft Project, Visio, SharePoint, Lync, Office (Word, Excel, PowerPoint, Outlook)

Others: JCL, IBM ImagePlus (FAF), Value Based Delivery