

Neil (Cornelius) Noordyk

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SUMMARY

Distinguished, stable and highly talented results driven Project Management Office (PMO) professional with extensive experience and a world class education in IT Projects, Programs, Portfolios, Process Improvement, Organizational Change Management and Organizational Leadership. Neil is highly qualified to lead, manage, transform and elevate the PMO or Process Improvement areas to achieve strategic success with programs while driving success through a balanced portfolio of projects.

His proven track record of achievement includes designing and developing the framework, processes and templates for the Systems Development Life Cycle (SDLC) while leading business and process improvement projects. He has led several improvement teams to define, implement and maintain best industry practices using CMMI (Capability Maturity Model Integrated) for several practice areas including Requirements Management and Development, Organizational Training, and Configuration Management; and several process areas of ITIL (Information Technology Infrastructure Library) while establishing governance policies and change management for the organization to follow.

Neil also helped to develop and deploy the Information Technology Agile / SCRUM project management process. Led a process improvement team that achieved an 80% improvement in cycle times to refresh computers resulting in \$1.1 million savings for the company while reducing waste and streamlining processes. Led several process improvement teams solving many business problems, and is responsible for leading, coaching and mentoring 15 green belts to improve IT processes utilizing the world class Lean Six Sigma Process Improvement methodology as a certified Black Belt.

Demonstrated strengths include Program Management, Portfolio Management, Project Management, Change Management, team leadership, process improvement, requirements development and management, and leads organizational training where he designs and teaches many of the current 58 training classes for all project, program, portfolio and process improvement areas, which continues to grow. He is highly proficient in all Microsoft Office applications.

Neil continuously pursues all avenues of learning, particularly those related to Process Improvement, Program Management, Project Management and Organizational Processes/Best Practices in the Corporate IT environment. In 2008, he enrolled in an Ivy League school, the University of Pennsylvania, where he earned his Master's Degree in Organizational Dynamics, which focused heavily on Program/Portfolio/Project Management, Change Management, and Leadership.

WORK ACCOMPLISHMENTS

PSEG Services Corporation, Newark, NJ

1980 to July 2016

Senior Internal Consultant (Employee) – Process Improvement, Information Technology 2011 to July 2016

PMO/Process Group

2011 to July 2016

Ensure and promote effective and efficient business and system operations through PMO Best Practices, standardization, improvement, and simplification of business processes utilizing the world-class Lean Six Sigma methodology.

- Designed the foundation for Program Management by providing a comprehensive analysis of their current organization, and completed a blueprint for implementation
- Established and Designed the Change Advisory Board (Change Management) for CMMI and ITIL
- Directed IT process owners to identify and document business processes to capture knowledge management using technology solutions such as a wiki
- Led team to define and document the Investment Pipeline from Business Planning to Value Realization including the Systems Develop Life Cycle (SDLC) framework and processes
- Developed curriculum and trained IT associates on project requirements as a Subject Matter Expert (SME)
- Improved, documented, designed training and taught the following project processes: ongoing costs, creating an RFP, evaluating RFPs, evaluating references, project estimating, project management planning, risk management, fit-gap analysis, investment planning, SDLC, and supplier evaluation
- Train, mentor, lead and coach all Lean Six Sigma (LSS) projects for Green Belt candidates to identify project scope, develop metrics, deliverables, and kick-off projects with teams to improve processes, while coaching existing Green Belts projects to achieve success
- Design and Implement the IT Training Catalog within SAP Success Factors
- Provide mentoring and leadership for teams as an SME such as Process Improvement teams, CMMI, Agile / SCRUM, Program, Portfolio and Project Management

Sr. Consultant – Program Manager, Information Technology

2009 to 2011

Successfully Managed IT Programs while leading the effort to begin using Program Management by defining program management principles and practices, identifying strategic management goals and mapping them to programs, and identify outcomes and goals for the program.

I wrote my Master's thesis on the “State of Program Management in the IT Organization” (link below), while implementing many Best Practices in the PSEG Program area. My thesis has been downloaded by IT and Business Leaders, and students on more than 2,750 occasions to be used as a reference for work products and research.

http://repository.upenn.edu/cgi/viewcontent.cgi?article=1051&context=od_theses_msod

- **Defined program management principles and practices by identifying strategic management goals and mapping them to programs and identify outcomes**
- Managed the Mobile Program to deploy 2,500 mobile computers to field mechanics to receive and update their work orders in SAP
- Managed the high visibility Land Rights Management project to digitize all properties

Sr. Consultant – Project Manager, Information Technology

2003 to 2009

Reduced operating costs for the utility by delivering and managing multi-functional and complex IT Infrastructure and Application Projects and Programs – 100 % within scope, schedule, and cost, which include:

- Reduced total cost of ownership for the utility by deploying 1,800 mobile computers with initial deployment of HP Radia, now called HP CAE (Client Automation Enterprise – software distribution) via wireless access.
- Pioneered the initial deployment of Microsoft SharePoint.
- Pioneered the initial deployment of wireless access.
- Managed several new and upgrades to client-server applications, infrastructure and internal IT product projects, PC replacement/refreshes, Business Warehouse and reports for SAP Work Management

Consultant – Process Improvement, Information Technology

1999 to 2003

Led six project teams, as a certified Six Sigma Black Belt, utilizing the world class Six Sigma Process Improvement methodology.

- Pioneered the initial deployment of Six Sigma within the company.
- Reduced incidences of the loss of gross margin by identifying the root cause of the loss, and identifying and returning \$70,000 revenue
- Reduced the cycle time to deliver desktop computers by 80% with a \$1.1 Million savings.
- Reduced the cycle time to repair desktop hardware by 74%.
- Led, designed, and built an operations center for the service organization of a new subsidiary start-up company while merging 13 companies into one, within nine months.
- Led, designed, and built basic IT infrastructure, SAP user interface and functionality, established standards and documentation, conducted training classes, and solved business problems.
- Led, designed, and built key business processes, procedures, and technology solutions including Automatic Call Distribution, Financial & Controlling, cash flow, project management, supply chain management, billing, contracts and dispatching.

Other Positions Held at PSEG:

Lead PC/LAN Specialist	1997 to 1999
PC/LAN Specialist	1995 to 1997
District Administrative Supervisor	1991 to 1995

EDUCATION

- Master’s Degree in Organizational Dynamics from the University of Pennsylvania
- Bachelor’s degree in Information Systems from Rutgers University – Highest Honors
- Associates degree in Data Processing/Programming–Rockland Comm. College – Honors

PROFESSIONAL DEVELOPMENT

- Completion of Information Technology Infrastructure Library (ITIL) foundations course in service management
- Completion of Capability Maturity Model Integrated (CMMI) – Introduction to CMMI for Development v1.3 course
- Completion of Managing IT Projects, Risk Management, Scheduling & Cost Control, Network & Telecom Principals, Quality for Project Managers, Contract Management Principals and Practices, and Systems Integration from George Washington University
- Completion of Process Modeling course
- Completion of two Software Engineering courses

CERTIFICATIONS

- Masters Certificate – Projects, Programs, and Portfolios from the University of Pennsylvania
- Masters Certificate – Organizational Leadership from the University of Pennsylvania
- Masters Certificate – Practitioner of Organizational Change Management from the University of Pennsylvania
- Information Technology Infrastructure Library (ITIL) Foundations Certification
- Project Management Professional (PMP) from Project Management Institute (PMI)
- Mini MBA from Rutgers University
- Masters Certificate – Project Management from George Washington University
- Certified Six Sigma Black Belt, from Six Sigma Qualtec

AWARDS

- Awarded Team Award for Excellence – SAP Project Team
- Elected to Alpha Sigma Lambda National Honor Society at Rutgers University
- Elected to Golden Key National Honor Society at Rutgers University
- Elected to Phi Sigma Omicron and Alpha Beta Gamma Honor Societies at Rockland Community College

PROFESSIONAL AFFILIATIONS

- Penn Organizational Dynamics Exchange Network (Oden)
- Project Management Institute (PMI) and New Jersey Chapter (PMINJ)
- IvyLife – Ivy League Business Networking Community