

# Olivia V. Smith, MBA, CSM, PMP

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## **CAREER SUMMARY**

Seeking mid-level management opportunities in Program/Project Management with a focus on delivering efficient Human Resource Information System (HRIS), Securities, Real Estate, Accounting and Administrative technologies and processes to business clients. More than 15 years' experience in the Information Technology field working in the financial, institutional brokerage, human resources, media and legal environments. Proven ability leading cross-functional teams through project implementation. Demonstrated effective collaboration across organizations at multiple levels and successful Customer Relationship Management (CRM).

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## **CORE COMPETENCIES**

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| ◆ <i>Project Management</i>            | ◆ <i>Service License Negotiations (SLAs)</i>      | ◆ <i>Business Analysis</i>   |
| ◆ <i>System Development Life Cycle</i> | ◆ <i>Quality Assurance Testing</i>                | ◆ <i>Process Improvement</i> |
| ◆ <i>Vendor Management</i>             | ◆ <i>Business Requirement Documentation (BRD)</i> | ◆ <i>Test Management</i>     |
| ◆ <i>Agile/Waterfall Methodologies</i> | ◆ <i>Requirement Analysis</i>                     |                              |
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## **PROFESSIONAL EXPERIENCE**

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### **TIME WARNER, INC. – NEW YORK, NY**

#### **Senior Analyst – Project Manager**

**May 2011 – Present**

Working on million-dollar projects in the areas of Global Real Estate, Facilities, Time Warner Equity, Business Continuity, Security, HR and IT Enterprise Infrastructure Services. Collaborate with Finance on budget forecasting to control actual spend. Project focus is based on detailed business requirements with an emphasis on on-time delivery of product and implementation. Collaborating with General Counsel, vendors, IT personnel and business clients to effectively manage the acquisition of innovative technologies and services. Supervising a staff of three on-shore and two off-shore personnel.

#### ***Key Results:***

- ◆ Coordinate Information Technology initiatives to migrate Time Warner Corporate suite of applications, platforms and servers to new data centers on the East and West Coasts;
- ◆ Ensure preparedness of Time Warner Corporate Business Requirement Documents (BRD), Test Plans and Disaster Recovery plans as part of the knowledge transfer to the new data centers, using SharePoint Portal as a document repository.
- ◆ Work with TW Business Group on multiple initiatives that include SAAS, PAAS (Salesforce.com) and internal vendor-hosted solutions.

#### **Business Analyst – Project Manager**

**February 2008 – May 2011**

Analytical lead in supporting the integrity of Time Warner Divisional payroll and benefits data stored in their proprietary data warehouse (HRDC). Served as business analyst and project manager for Corporate IT System Development for both internal and external Tier 1 and Tier 2 applications. Primary Liaison and subject matter expert (SME) for Benefits HR business units across Time Warner's divisions: WB, HBO, TBS and TW Corporate.

#### ***Key Results:***

- ◆ Facilitated benefits and payroll data to Time Warner's divisions, including the administration of employee benefits such as 401(k), Group Health (medical, dental and vision), Group Insurances, Transit and Flexible Spending that impacted approximately 30,000 Time Warner employees;
- ◆ Performed research and analysis of processes contributing to issues with Time Warner divisional indicative and payroll interfaces as it relates to HRDC data quality; improved the efficiency and accuracy of divisional and vendor file feeds;

- ◆ Created user documentation manuals for making critical updates to Benefits Administration database for approximately 50 business users across divisions; conducted employee training;
- ◆ Performed Quality Assurance Usability testing to determine future enhancements to HRDC database; created and executed test plans and documented the results. This critical database housed sensitive data that impacted approximately 30,000 employees.

## **AON HEWITT ASSOCIATES — Bridgewater, NJ**

### **Systems Analyst, Health & Welfare Benefits**

**January 2006 – January 2008**

Lead IT programmer on configuring annual updates to employees' benefits website utilizing Mainframe and Workbench tools. Supervised a staff of five offshore personnel.

#### ***Key Results:***

- ◆ Reviewed client requirement documents and performed preliminary analysis in preparation for HR Benefits annual renewals that impacted approximately 75,000 employees; identified needed configuration to meet business requirements and completed Business Requirement Documents (BRD);
- ◆ Performed configuration on HR systems based on functional specifications, plan administration rules and government requirements; documented relevant configuration in analysis specifications; conducted comprehensive Quality Assurance Testing; identified/created test participants; executed test plans and document results; business process improvement of batch files increased data accuracy by 85 percent;
- ◆ Served as primary liaison in training and coaching new hires in Hewitt's proprietary software systems with a focus on client-specific requirements for Health & Welfare Benefit on an average of five new hires quarterly, which included on-shore and offshore teams in India.

## **APPRISE SOFTWARE, INC. — Bridgewater, NJ**

### **Business Analyst – Software Support**

**August 2003 – January 2006**

Promoted Apprise Software solutions and customized packages to new and existing customers to support their manufacturing and supply chain processes and provided software support impacting a client-base of 75 to 100.

#### ***Key Results:***

- ◆ Evaluated vendors' software solutions based on a thorough understanding of customers' business requirements; proposed and implemented solutions that met clients' specifications.
- ◆ Project Manager for implementing vendor hosted solutions to business clients that included customization modules; created functional documents; collaborated with developers to determine the feasibility of clients' requirements by analyzing the tradeoffs between usability and performance needs; conducted Quality Assurance testing for new releases and modifications of Apprise software, including regression testing and User Acceptance Testing (UAT).

## **JEFFERIES & COMPANY — JERSEY CITY, NJ**

### **Business Analyst**

**April 2001 - August 2001**

Coordinated various phases of System Development Life Cycle between business clients and developers from the initiation phase through the production phase.

#### ***Key Results:***

- ◆ Coordinated Disaster Recovery Testing to ensure connectivity of daily operations off-site and verified connectivity at original site with all applications operational.

## **BEAR STEARNS & COMPANY, INC. — WHIPPANY, NJ**

### **Quality Assurance Analyst**

**December 1999 – March 2001**

Coordinated and facilitated enterprise-wide meetings with executive management to report the results of the Quality Assurance (QA) testing.

#### ***Key Results:***

- ◆ Executed comprehensive regression and user acceptance testing across numerous operating systems, platforms and remote connections.

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## EDUCATION

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### **PENNSSTATE – SMEAL College of Business — University Park, PA**

M.B.A – Masters in Business Administration

### **RUTGERS, THE STATE UNIVERSITY OF NEW JERSEY/NEW JERSEY INSTITUTE OF TECHNOLOGY — Newark, NJ**

Bachelors of Arts – Information Systems

### **DEVRY UNIVERSITY — North Brunswick, NJ**

Applied Associates Degree – Computer Information Systems

### **CORNELL UNIVERSITY — Ithaca, NY**

Certificate in Human Resource Management

### **INSTITUTE FOR THE STUDY OF BUSINESS MARKETS (ISBM) — State College, PA**

Certified Brand Management Coach

### **LEARNING TREE INTERNATIONAL — New York, NY**

Project Management for Software Development Certificate

Project Management Professional Certificate

### **Scrum Alliance**

Certified Scrum Master, License Certificant ID: 573451

### **Project Management Institute**

Project Management Professional (PMP) Certificant ID: 2271832

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## TECHNOLOGY AND KNOWLEDGE BASE

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Microsoft Office Suite: Word, Excel, PowerPoint, Project, Visio and Outlook; SharePoint 2010/2016, Clarity, Archer, SNOW, Lotus Notes, Sarbanes Oxley, Safe Harbor; Agile/Waterfall methodologies

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## PHILANTHROPIC LEADERSHIP

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Golden Key International Honor Society, Atlanta, GA	2001 – Present
Legacy Life Member	2001 – Present
New Jersey State Convener - NCNW	2012 – Present
Executive Board Member-At-Large National Council of Negro Women, Inc., Washington, DC	2018 – Present
Chair	2004 – 2007
Co-Chair Bethune Height Recognition Program - NCNW	2003 – 2004
Treasurer	2015 – Present
President	2008 – 2013
1 <sup>st</sup> Vice President, Programs	2005 – 2007
2 <sup>nd</sup> Vice President, Membership National Council of Negro Women, Inc. Roselle Section, NJ	2001 – 2007
Parish Council Finance Committee	2015 - Present
St. Joseph the Carpenter School Advisory Board St. Joseph the Carpenter Church / School – Roselle, NJ	2016 - Present