

## **SELECTED ACCOMPLISHMENTS:**

- Managed project to successfully convert NYC Law Department's mailroom to Digital Mailroom.
- Managed project to successfully implement patches to current version of SESIS for NYC Department of Education.
- Implemented Designed and developed a robust SharePoint site for document repository.
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- Managed PMO for successful DAS Implementation at the World Trade Center redevelopment project.
- Wrote proposal for the automation of manual systems at multinational insurance company.
- Managed multiple Fortune 100 accounts assuring 100% of issues were addressed in a timely and accurate manner resulting in 100% client satisfaction.
- Hired, trained and managed 13-member team with a 100% retention rate.
- Supported Multiple Virtual System in the United Nations' home office and Peacekeeping Missions, maintaining 99.99% uptime.
- Reduced open help desk tickets from 3,000 to 50 by implementing first time FAQ system.

## **Core competencies include:**

- Software Development Life Cycle
- Systems Analysis & Project Management
- Process Optimization & Automation
- Strategic Planning & Execution
- Complex Problem Solving
- Team Building & Staff Development
- Relationship Building, Client Intimacy & Client Satisfaction
- Global Business Acumen & IT Environments

## **WORK EXPERIENCE:**

City of New York, New York, NY

Department of Law (DoL)

10/2017 – Present

### **Consultant/Project Manager**

Managing the **Digital Mailroom Project**.

- Led a project to implement Digital Mailroom at the NYC Law Department
- Led all meetings with stakeholders and vendor.
- Helped with setting up SOPs, and requirement gathering.
- Monitored vendor's sprints to ensure they were on track.
- Coordinated with vendor and stakeholders on a regular basis.
- Created project plans, documents, and reports using Microsoft Project, Visio, and Excel to track project burn rate while maintaining an organized document library in FileSite.
- Briefed C-level executives, tracked actions, and escalated issues.

Department of Information Technology and Telecommunications (DoITT)

6/2016 – 6/2017

### **Consultant/Project Manager**

Managing the **SEGIS Project**.

- Led a project to implement fixes to the current version of SESIS. Received recognition from the NYC Mayor's office.
- Attending and running the daily stakeholders meetings.
- Creating and maintaining project plans, identifying and documenting all risks.
- Managed end to end Data center and Network design project for the Department of Education.
- Managed end to end SESIS upgrade project.

CS Technology, New York, NY

11/2014 – 3/2016

### **Consultant/Project Manager**

PMO functions at **CIT, Datacenter Migration Project**.

- Designed and developed a robust and easy to follow SharePoint site to be used for document repository for the PMO.
- Analyzing process flow for different functionalities of the migration process and making recommendations as needed.
- Attending all application and Platform/Infrastructure migration meetings, published all minutes, to effectively coordinate successful migrations.
- Ran application migration meetings with application owners and stakeholders on a regular basis.

PMO lead for the Distributed Antenna System (DAS) Implementation at the **World Trade Center Redevelopment Project.**

- Documenting and keeping track of all tasks performed for implementation and tracking Issues on a daily basis. Producing reports for client indicating all the tasks needed for full implementation, issues/risks involved and plans to mitigate them.
- Coordination with various parties within the Port Authority to get resolution to problems/issues, and for completion of tasks.
- Running the weekly look ahead meeting with the CST team and Client.
- Face to face status meetings with client on a regular basis.
- Regular face to face and phone meetings with the engineers/World trade Center Construction/Boingo/AECOM/Calatrava Architects.
- Participated in all walkthroughs with the client and the Engineers.
- Participated in all major design issues (e.g. MEP - Mechanical, Electrical & Plumbing, Antenna placement and space allocation approvals).

AIG, New York, NY

2011 – 2014

**Consultant/Business Analyst**

- Contributed to Overseas General Insurance business month-end close by verifying currency and exchange rates, updating treaty reinsurance and quota share values, ensuring data accuracy and integrity, and producing reports.
- Updated Customer Information Control System (CICS) tables; recommended automation to reduce manual entry.
- Managed projects, and partnered with engineers to identify areas of opportunity to streamline and automate processes, developed recommendations for senior management, including instituting electronic signatures, remote report extraction and verification, and storing reports electronically to eliminate paper.
- Managed project to documented operating procedures, and created and updated a shared drive with all reports, documentation, and historical data for employee accessibility.
- Documented the old accounting system and made recommendations on the new web based accounting system. Performed extensive requirement gathering from stakeholders and users of the system. Data analysis and data integrity on the new web based accounting system.

KAPLAN EDUNEERING, PRINCETON, NJ

2008 - 2009

**Client Relationship Manager**

- Cultivated enduring client relationships by addressing and resolving issues and providing 24/7 support of Compliancewire, the learning management system (LMS) for large, global pharmaceutical clients, including Johnson & Johnson, Novo Nordisk, Catalent, Stryker, Novartis, Amgen, FDA, and Celgene.
- Led daily issue management meetings; documented and recreated user errors, prepared reports for engineers in Salesforce.com; prioritized and provided data to developers to resolve; tested software to ensure resolution.

- Managed projects to implement new products and features, and conducted new product training for clients, which increased revenue and retention.
- Ensured compliance with Standard Operating Procedures (SOPs), and 21 CFR Part 11 regulations.

UNITED NATIONS INTERNATIONAL COMPUTER CENTER 1995 - 2006

**International Project Manager & Team Coordinator**, New York, NY (2000-2006)

- Managed a 13-person team; interviewed, selected, and hired new employees. Oversaw training and professional development of staff; addressed and resolved conflict and employee relations issues.
- Managed projects through the software development life cycle; interacted with customers, stakeholders, and developers in Brindisi and Kosovo; prepared and delivered status updates to senior management; delivered projects on time and within budget.
- Created a performance monitoring system for all supported applications, which enabled quantifiable performance measurements, established credibility for the department, and improved client satisfaction and retention.
- Established weekly and monthly tracking system, help desk activity reports, and FAQ's; analyzed data, prepared reports, and recommended process improvements; reduced help desk tickets from 3,000 to 50, improved help desk performance, and adhered to service level agreement (SLA).
- Led planning, development, documentation, and implementation of procedures to support UNIX group. Established reporting system for Integrated Management Information System (IMIS), and enabled operations team to uncover root cause of downtime.

**Systems Programmer**, Geneva, Switzerland (1995-2000)

- Served as CICS and MVS Systems Programmer; installed products, monitored system performance. Provided 24/7 support of the Multiple Virtual Storage (MVS) operating system, troubleshoot problems, fixed bugs, and installed products; maintained 99.99% system uptime.
- Served as Windows NT, UNIX, and Citrix administrator.

**EDUCATION**

GOLDEN GATE UNIVERSITY, San Francisco, CA

**Master of Science in Information Systems | Bachelor of Science in Management**

**CERTIFICATIONS**

Project Management Professional (PMP), 2007 | OSHA Certification | Candidate, AINS, completed INS21 and INS22 | Certified Scrum Master (CSM)

**PROFESSIONAL AFFILIATION**

Project Manager, Project Management Institute, New Jersey Chapter, 2008-Present

**VOLUNTEER EXPERIENCE**

**Project Management Institute, New Jersey Chapter**

2008 – Present

Chose and managed speakers' presentations at the annual symposiums.

**Director of Information Technology, DOL, New Brunswick, NJ**

2007 - 2008

I led a support group for jobseekers. My main focus was to provide advice and guidance on various networking activities for successful placement.

