# Joanna M. Rogers

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**Professional Profile**

Self-motivated, service-focused senior management professional seeking a position as a Project Manager. Detail-oriented, organized exemplifies professionalism and the ability to manage multiple projects and tasks. I have provided impeccable service records for managing efficient and effective projects ensuring the highest quality and customer satisfaction. My Leadership qualities promote team values for professional growth, increased responsibility in a challenging environment.

Skills Summary

♦ Customer Service ♦ Presentations ♦ Effective Communicator  
 ♦ Project Planning ♦ Budgets and Schedules ♦ Works with Stakeholders  
 ♦ Risk Analysis ♦ Interdepartmental Coordination ♦ Professional Attitude

Senior Project Manager–Acquired Skills

* Data Analyzation from a variety of sources, including client data, and integrate results to support project objectives
* Facilitate positive, friendly interactions with customers, vendors, and employers in a high-pressure environment
* Maintain expert knowledge of all facets of project progress to ensure efficient and effective coordination
* Assist management in strategic project development, producing comprehensive, clear project plans
* Manage projects, coordinating the efforts of multiple internal and external departments vendors
* Prepare risk and contingency analyses and incorporate them into project development process
* Evaluate alternative vendors and problem solutions based on quality and cost effectiveness
* Provided mentorship and coaching IT colleagues to project management best practices
* Track and report project progress, mitigating deviations from project plans
* Facilitate interdepartmental meetings and draft final billing for customers
* Coordinate presentations, speaker, agendas, and equipment operations
* Managed and monitored complex IT Infrastructure projects.
* Knowledge of industry standard PMO methodologies
* Knowledge in Gant Charts and Critical Path Management
* Coordinate offshore teams and client support teams
* Adapts to changing situations, policies to complete tasks
* Customer facing with all projects
* Skilled troubleshooter
* Works independently
* SDLC Knowledge

Milestones

* Oversee work of 7-20 large scale, simultaneous projects ranging $650,000 - $80MM

Implement overall Telecommunication activities of the site including budget & cost awareness, capacity planning, ordering, coordination, writing & infrastructure, project roll-outs and project negotiations.

* Implemented ISDN Prime, DS1, DS3, SONET, Gigaman, Optman and Winbacks from other carriers Coordinated with Sales, Audio Visual, Marketing Accounts, Ethernet, TCP/IP,DNS, Network Design, Engineering, and Architecture Teams
* Maintained meeting schedules, minutes, resource reports, project plans, project status reports, and monthly variance reports for Brookfield office
* Managed several departments engaged in Centex, Frame Relay, ATM, Business Sets, and ISDN Primes and maintained residential and customer service orders for assigned states.

Professional Experience

**NTT DATA (Consultant) 6-2019 – Present**

**IT Configuration Analyst (Healthcare)**

* Provide subject matter expertise and requirements analysis related to benefit plan and reimbursement configuration change requests to design configuration for optimal claim auto-adjudication and accuracy.
* Lead discussions and business requirements definition with internal and external customers for change requests and project requiring configuration services.
* Drive the timely and accurate completion of configuration change requests, maintaining proper documentation and effective control standards of system configuration changes.
* Responsible for Creating, documenting and executing test cases based on implemented system configuration and customer’s expected results.
* Manage Configuration Items and Identification logs.
* Provide strong analytical skills, with ability to perform complex business and product set up requirement analysis in a fast-pace environment.
* Support the in application of implementations and tests end user processes.
* Manage configuration for professional and hospital claims projects
* Manage System Improvements ROI, Testing and Implementation
* Work on PLF work as Institutional team reviews and focuses on Special assignment works.
* Mange UA Pricing Builds - Medicare Contracts (DRG, rate based).
* Building contracts in Xcelys and Support.
* Strong experience in Medicare/Medicaid reimbursement requirements and configuration directly or indirectly with payer organizations with a thorough understanding of Medicare reimbursement methodologies and payment systems.
* Manage claims coding knowledge and experience with CPT, HCPCS, ICD9/10, CDT, Revenue, DRG and other relevant medical and dental industry-standard codes
* Proficient with Microsoft Office products and PL/SQL Developer for querying and analyzing system data.

Professional Experience

**Axiom Systems (Consultant) 1-2018 – 5-2019**

**Sr. Project Manager (Healthcare)**

* Responsible to understand the stakeholder's business culture and priorities to effectively identify business problems, assess proposed solutions, and represent the needs of stakeholders
* Templates or analysis tools.
* Excel in all areas of requirements analysis, leveraging appropriate company and industry approaches and modeling techniques to gather requirements, document them according to corporate standards and procedures, and prioritize them for assigned areas
* Maintain the group focus, lead meetings toward stated goals and manage the group dynamics in facilitating requirements gathering and review sessions
* Build, sustain, and leverage professional business relationships when gathering, validating and approving requirements
* Recognize inconsistencies and gaps in a complex business process
* Maintain requirements traceability throughout the project's lifecycle
* Support the development teams in understanding and elaborating requirements and transitioning them into a comprehensive solution
* Mentor other team members
* Coordinate with the project manager in developing the requirements phase plan
* Work with business to develop a business case including return on investment, soft benefits and any regulatory issues
* Coordinate with the project team in identifying and resolving scope, schedule, and resource issues
* Training and/or experience with [Microsoft](https://my.indeed.com/resume?co=US&hl=en_US&from=iarezpreview&_ga=2.73986386.1399990236.1535653099-1363621764.1498106395) Word, Excel, Access, PowerPoint, Windows Server, SQL, Exchange, Project and Visio
* Coordinate with the project team in estimating the impact of change requests on timelines, budgets, resources and project scope.

**Manpower (Consultant) 12-2014 – 12-2017**

**IT Project Manager/Engineering**

* Excellent written and verbal communication skills; proficiency at tailoring communication
* Planned, set up and supported Audio/Visual (A/V) needs for special events and work with external A/V vendors as needed.
* Facilitates the definition of quality and risk and manages the project accordingly.
* Facilitates and coordinates project activities and tasks to execute the project.
* Facilitate weekly calls to keep the lines of communication open for each project
* Escalates to functional management upon identification of deviations from project.
* Effectively utilizes each team member to accomplish the project objectives.
* Keeps track of lessons learned and shares those lessons with team members.
* Strong consensus building, conflict resolution, and persuasive skills.
* Resolves and/or escalates project-related issues in a timely fashion.
* Ensures proper assignment and coordination of resources per plan.
* Tracks status and metrics on the project delivery and value
* Demonstrated critical thinking and problem-solving skills.
* Maintained AV inventories of equipment and related supplies.
* Frequently manages multiple projects simultaneously.
* Circuit Test & Turn-ups with various vendors
* Work with Stakeholder within the company.
* Developed Work Process Flows for Departments.
* Manages scope, schedule and cost within plan.
* Documentation in SharePoint.
* Remote Project Managing

**Manpower (Consultant) 2-2014 – 5-2014**

**Lead Project Manager/Telecom Analyst**

**Telecom Analyst**

* Support a transformational project by leading telephony technology changes to 29 field offices being organized into new Market Areas.  Goals will be to transform various phone systems and legacy voice technologies, primarily POTS and PBXs, to route all calls to a cloud-based menu system enabling a more efficient routing of calls, while minimizing the negative impact to the business.
* Detailed analysis and planning of changes for each user in each office
* Coordinating phone system programming with 3rd party vendor and Telco’s
* Place and closely track order progress
* Coordinating and communicating with internal teams and external vendors on status
* Provide and coordinate go-live support for transformations.
* Provide regular status updates to larger project team and leadership.
* Ability to establish and maintain effective work relationships with all levels of personnel both internally and externally: e.g. leadership, executives, clients, vendors and agencies.
* Strong analytical, reasoning and organizational skills are essential.
* Guided several departments in designing and developing projects through production stage.
* Ensured that all programs were executed within established time period and complied with the defined standards.
* Assisted effectively with end-user problem resolution and escalation to the appropriate support personnel.
* Ability to diagnose, manage, change, remove, and deploy telephony and related IT equipment
* Ability to manage multiple projects simultaneously

**Guaranty Bank 8-2012 – 12014 Project Manager**

**Milwaukee Wisconsin**

* Guided and coached the Scrum Team and organization on [how to](https://re11.ultipro.com/CAR1029/JobBoard/JobDetails.aspx?__ID=*A20305CFF665B9D4) use Agile/Scrum practices and value.

**AT&T 1-2009 – 6-2012**

**Sr. Project Manager (Scrum/Agile)**

**Milwaukee Wisconsin**

* Guided and coached the Scrum Team and organization on [how to](https://re11.ultipro.com/CAR1029/JobBoard/JobDetails.aspx?__ID=*A20305CFF665B9D4) use Agile/Scrum practices and value.
* Provided support to the team using a servant leadership style and lead by example.
* Responsible for holding the team accountable to the tenants of agile and working agreements including the use of appropriate tools, standards and best practices
* Facilitated getting the work done without coercion, assigning, or dictating the work
* Supported and educated the Product Owner, especially with respect to refining  and managing the product backlog
* Build a trusting and safe environment where problems can be raised without fear of blame, retribution, or being judged, with an emphasis of healing and problem solving
* Facilitated discussion, decision making, and conflict resolution
* Managed supplier relationships to successfully solve complex technical issues resulting in minimal business impact and increased customer satisfaction.
* Worked with vendors to ensure effective implementation of Agile.
* Evaluated [software](https://www.livecareer.com/resumes/samples/manager/agile-project-manager) development processes and made recommendations for updates.
* Managed and lead Project Teams on projects.
* Coordination with the release team and verifying changes to be implemented in the production environment.
* Maintaining project cost budgets, budget compliances, variance analysis and overseeing change order management.
* Observing projects and maintaining an understanding of various processes associated systems.
* Provided program metrics to be used to monitor program parameters and as a component of risk management as required by management.
* Performed management level quality checks of project manager’s adherence of SDLC governance, standards and expectations.
* Conducted PMO level project audits of all projects managed by the project management team; audit consisted of quality and audit checks of project reports, clarity documentation and compliance, change control, KPI tracking, and roadmap assessment.

**AT&T 2-2000 – 1-2009**

**Network/IT Infrastructure Project Manager**

**Brookfield Wisconsin**

* Managed supplier relationships to successfully solve complex technical issues resulting in minimal business impact and increased customer satisfaction.
* Led skills development effort for infrastructure support staff in areas of project management, eProject, Business Objects and Program Management.
* Provided control and reduction of project risk, scope, quality, schedule, communication and integration plans.
* Corporate IT and supplier resources to ensure infrastructure decommissioning activities were properly planned, managed and executed to achieve cost savings.
* Software development processes and made recommendations for updates.
* Data Clean from legacy to SAP. Conversion of all materials to Global Standard, Creation of materials in SAP Client
* Coordination with the release team and verifying changes to be implemented in the production environment.
* Maintaining project cost budgets, budget compliances, variance analysis and overseeing change order management.
* Observing projects and maintaining an understanding of various processes associated systems.
* Assisted and tracked various projects activities with project teams, PMO and clients; as well as updated action items registers, weekly reports and schedules as required.
* Use of innovative methods and techniques for problem-solving and negotiating.
* Experience in complex processes required to deploy a complicated, multi-functional wireless project from design through to integration and acceptance.
* Used SharePoint on every project to centralize project documents and keep track of document history with version control, to integrate existing project management tools such as Excel, Microsoft Project, PowerPoint, and Outlook, to get training, update projects, display key project metrics and to share the projects in detail to all AT&T SharePoint users and Stakeholders and/or Project Sponsors.
* Member of a team of contractors responsible for providing end to end LAN/WAN solutions. Additional responsibilities included maintaining a network infrastructure with Cisco routers and switches, consulting with users to determine needs and troubleshoot issues on the network.
* 5+ years of Project Management experience focused on Mobility Solutions/Mobile Applications.
* Experience leading a team in a large enterprise environment.

**AT&T**

**12-1999 – 1-2000**

**Coordinated Integrated Applications**

**Brookfield Wisconsin**

* Coordinated the successful simultaneous development of several projects.
* Ensured that objectives were accomplished in accordance with outlined priorities. Assist management in strategy and project development, producing comprehensive, clear project plans.
* Analyzed results of operations to discover more efficient ways to utilize resources.
* Negotiated contracts that ensured quality.
* Reviewed project status reports during each operational phase.

Education

* Capella University, Minneapolis, MN **2015**

**M.S. – Information Technology- Project Management**

Major course of study included: Technical Communication, Intro to Enterprise Application Architecture, Managing People and Technology, System Development Theory and Practice, Project Management, Business Foundation and Ethical and Legal Considerations and Information Technology.

* Concordia University, Mequon, WI **2010** **B.A. – Business Management**

Major course of study included: Business Statistics, Accounting, Business Law, Economics, Marketing, Finance, Human Resource Management and Technical Writing.

**Other Related Courses:**

•Strategic Management Principles and Planning  
•Power and Influence without Authority   
•Critical Thinking: Business Analysis and Decision-Making Strategies   
•How to Assess and Manage Project Risk

•Managing Multiple Projects   
\*Dean’s List

* **I am currently pursuing my PMP Certification.**

Certifications and Proficiences

AT&T University Project Management Workshops • Project Management Institutie-1-PMPAC-QNHDUJCWHUCHEFCR(In the process of pursuing my PMP) • ERP, ISO 9000 Certification• Lean Six Sigma GreenBelt•AT&T EFI Process,Microsoft Excel, Project Server, Word, Powerpoint, C-Sute,Project,Office Suite,Data Analysis, Communications Training & Mentoring, ServiceNow, SDLC, Waterfall, V Shape, Agile Development, SAP, SAP HR Reporting,SAP PA, Oracle, Outlook, Sharepoint and Inter/Intranet.

Affiliations

Community NETwork • Professional Women of SBC / AT&T