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**Senior IT Project Manager**

*Results-driven project manager with over 15 years of delivering results for supply chain and manufacturing agencies.*

Articulate, collaborative leader with track record of progressive responsibility and history of building and spearheading cross-functional in-house and remote teams of experts in projects from start to finish. Well-versed in Agile/Scrum project management principles and methodologies, in addition to all aspects of the software development lifecycle (SDLC). Analytical thinker and problem solver with impeccable interpersonal skills, readily forge concrete partnerships among teams, stakeholders, and senior leadership teams to reach consensus and advance shared objectives. Energetic self-starter with repeated success driving projects of varying scopes and complexities to completion with on-time, under-budget results that exceed expectation.

Highlights of Expertise

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| * Project Management | * Contract Negotiations | * Software Development |
| * Program Management | * Systems Integration | * Team Building and Leadership |
| * Stakeholder Management | * Supply Chain Management | * Training and Mentorship |
| * Vendor Management * Agile Project Management | * Process Improvement * SAP Project Management | * Change Management * SDLC |

# Professional Experience

[**Toyota Material Handling.**](https://www.linkedin.com/company/calumet-specialty/) **– Senior Project Manager**

[**Feb 2020 –**](https://www.linkedin.com/company/calumet-specialty/) **Jul 2020**

* Managed multiple project schedules, project financial reports, team evaluation, coaching and mentoring
* Support SAP core model upgrades, enterprise standards implementations or roll-outs by providing remote or on-site assistance leadership in multiple process areas
* Communicated directly with C-level and board of director personnel administering updates, execution and results for every project
* Implemented first IT PMO model
* Conducted scoping meetings and blueprinting sessions for gathering requirements to identify all SAP GAP's/RICEFW's needed by the business
* Supported SAP process experts and key users during business integration testing and user acceptance testing
* Participated in SOX audit requests as related to access management
* Streamlined RFP, SOW, and Change request process
* Led and mentored two project managers and 10 consultant resources
* Managed projects using the agile methodology
* Performed risk assessments, created RFP's, service agreements, and functional requirements
* Coordinated quality reviews of all project deliverables
* Worked on several large SAP implementations and upgrades
* SAP HR and PE module experience

[**Calumet**](https://www.linkedin.com/company/calumet-specialty/) **Specialty Projects – PMO Manager**

[**Oct 2018 –**](https://www.linkedin.com/company/calumet-specialty/) **Dec 2019**

* Built and managed the first PMO team at Calumet
* Performed integration testing, UAT testing, and defect tracking using ALM and JIRA
* I was responsible to manage the PMO team as well as manage several key SAP projects that saved the company hundreds of extra man hours per year
* Turned around several troubled SAP projects evaluating business processes, technology, and team needed to understand gaps and core problems
* Turned around a troubled SAP implementation. Evaluated business processes and technology to understand gaps and core problems. Restructured the project plan and led team that successfully implemented technology.
* Performed change management and incident management utilizing documented procedures
* Developed and implemented the first standard project management process that has successfully delivered several key company projects that saved Calumet both money and time
* Drove home for the organization that during a project’s creation, planning, development and execution phases the need for thorough documentation
* Demonstrated both excellent written and verbal communication skills
* Ability to perform under pressure and on multiple concurrent projects in a fast pace organization

[**Spectrum Health**](https://www.linkedin.com/company/spectrum-health/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BLM6mEBeoQmGwHGk77vygQw%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_profile_view_base-background_details_company) **- Senior Project Manager**

[**Jun 2016 – Sep 2018**](https://www.linkedin.com/company/spectrum-health/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BLM6mEBeoQmGwHGk77vygQw%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_profile_view_base-background_details_company)

* Oversee multiple projects concurrently across all project phases
* Agile project management
* Managed security network monitoring security software installation projects to prevent cyber attacks
* Facilitated numerous SAP project workshops attended by employees, customers, and third-party vendors
* Performed integration testing, UAT testing, and defect tracking using ALM and JIRA
* Managed several large Salesforce implementations
* Make critical decisions and drive decision making through projects
* Manage teams of design and development resource to deliver the projects, in accordance with agreed specification, design, plan, and timeline
* Ensure the completion of the analysis of business requirement, including the definition of requirement scope, solution design, plan and estimates
* Track and manage deliverables from delivery team, formally report project status to client stake holders
* Manage issues including problem analysis / solution / defect tracking
* Help perform UAT and getting signoff
* Work with stakeholders and delivery teams to maintain focus on driving measurable business outcomes
* Proactively identify, prioritize and drive resolution of project issues and risks
* Manage multiple key company blue chip projects to successful completion

**Herman Miller - Manufacturing IT Manager**

**March 2015 to June 2016**

* Delivered business services and reduced IT project expenditures resulting in organizational realignment, system refinement and significant process improvements. Responsible for 10 senior business systems analysts 800 users across 10 global locations
* Provided business consulting, knowledge expertise in strategic performance management methodologies, process assessment work, and the application of technologies to business
* Managed business partner engagement services and solution implementations for strategic company projects
* Helped develop and implement online security procedures
* Monitored and summarized progress of projects.
* Responsible for vendor relations management and negotiations
* Technology infrastructure
* Keeping current with SOX compliance initiatives
* Improving operational and process analysis
* Mentored staff in methodology and consulting excellence and encouraged best practice in project management and planning
* Conducted in-depth technical analysis of all manufacturing IT systems, including the governance framework, architecture, and disaster recovery and business continuity
* Streamline the IT function by separating support tasks, creating new technology positions and implementing best practices

**Senior IT Business Partner**

**Kellogg - Global IT**

**March 2014 to March 2015**

* Developed customer loyalty by ensuring that our customers fully utilize the value of our solutions and services
* Manage deadlines to schedule on SAP projects through all project phases, including Project Preparation, Business Blueprint, Realization, Final Preparation, and Go Live & Support
* Managed a team of project managers, technical leads and developers
* Implemented vulnerability-scanning and server logging software
* Ensured proper and adequate resource leveling
* Managed SAP portfolio and team size of 11 functional/technical employee direct reports in different areas of SAP (SD, MM, IM/WM, and FI/CO)
* Coached, developed and trained team members
* Maintains regular written and in-person communications with the organization’s executives, department directors and end users regarding pertinent IT activities
* Provided business consulting, knowledge expertise in strategic performance management methodologies, process assessment work, and the application of technologies to business.
* Manages 3rd party developers, consultants and in-house IT team
* Managed client engagement services and solution implementations for global engineering
* Created strategic dashboard reports for the current program and identified future opportunities and potential client issues
* Mentored staff in methodology and consulting excellence and encouraged best practice in project management and planning

**Information Technology Global SAP Project Manager**

**Kellogg - Global IT**

**October 2009 to March 2014**

* Successfully managed off-shore SAP MII team to develop technical design documents and the application code associated
* Directed multiple SAP deployment teams at over 30 manufacturing plants in North America
* Implemented an SAP solution that saved he company millions in dollars because saved time and more error proof process design
* Facilitated numerous project training workshops attended by employees and customers as part US SAP rollouts
* Worked with infrastructure team to troubleshoot access to secure cloud computing applications
* Managed logistics and production systems that interfaced with SAP
* Coached, mentored and lead personnel within a technical team environment
* Management of multiple SAP vendors, including engagement and negotiations, as well as progress tracking to ensure on time and on budget completion
* Implemented SAP modules including: SCM, FICO, MM, MII, and QM.
* Maintain continuous alignment of program scope with strategic business objectives and made recommendations to modify the program to enhance effectiveness toward the business result or strategic intent

**Web Applications Project Manager**

**Kellogg - Global IT**

**March 2009 to October 2009**

* Managed IT projects across web and portal teams
* Collaborated with senior customer sales members to define and implement 2010 Kellogg sales customer business plan
* Led projects installing firewalls and data encryption software
* Engaged as a change agent with the Kellogg SharePoint Center of Excellence group to help design and improve a company SharePoint governance policy
* Tasked with developing an Active Directory security interface that was used by Program Go to establish single sign on for employee W2 forms

**Manufacturing Information Technology Manager**

**Kellogg**

**November 2007 to March 2009**

* Manage plant reporting processes and provide leadership for proactive design, development and deployment of tools to support or drive improve financial capabilities through reports and applications
* Understand existing legacy environment and proactively identify upgrade needs and mobilize the plant technology team to develop plans to implement needed changes
* Supported the plant through SAP configuration providing support for production users
* Responsible for weekly/daily RICEW objects delivery associated with the business required functionality
* Establish local plant IT strategy and partner with corporate IT function for corporate IT support capabilities
* Worded with various departments to improve security threats on the plant floor network
* Monitored compliance with information IT security procedures and policies
* Responsible for managing multiple competing priorities for on time delivery and working independently in a fast-moving environment
* Efficient, respected liaison between business and technology partners
* Well versed with formal Project Life Cycle methodologies

**Software Engineer / Project Manager**

**Pfizer**

**February 2004 to November 2007**

* Responsible for software development and support of large VB, ASP and ASP.NET applications that are used worldwide
* Converted legacy systems and implemented project management and development required
* Created custom server and user components
* Additional responsibilities included planning, research, software quality, testing, training and administration of web applications
* Given responsibility to independently architect and develop a database-driven (SQL Server 2000) assay management .NET web application in C#, ASP.NET, and JavaScript
* Created complex UI controls to provide customers with the required functionality to fit their specific business environments; and researching the built-in .NET security model to provide "security options" for each customer's web applications
* Worked closely with internal personnel and external customers to consistently deliver exceptional products and service
* Created unit tests and system documentation to validate asp.net applications with the USDA
* Proactively managed systems development, implementation and risk via the use of SDLC

**Software Engineer**

**NCI Information Systems** (DOD)

**February 2002 to February 2004**

* Planned, developed, tested and documented computer programs applying knowledge of ASP, ASP.net, VB, HTML, Javascript, SQL Server, Oracle and computer hardware
* Consulted with users to identify current operating procedures and clarify program objectives
* Lead the development an extensive list of thin-client, thick-client and SOA applications using ASP.NET, .NET Winforms, .NET web services, SQL Server 2000 and 2005, classic ASP and Crystal Reports
* Provided status updates to executive level management
* Supported wireless applications

**Manufacturing IT Programmer Analyst**

**Parker Hannifin Brass Products Division**

**March 1999 to February 2002**

* Instrumental in the successful development of a web-based ASP applications
* Designed and Implemented an ASP web-based system to track software development bugs and issues for the company
* Managed development efforts of multiple contractors
* Developed XML system that provided integration between client sites, HQ servers and the mainframe
* Conducted regular threat and vulnerability assessments, risk assessments on all plant systems

# Certifications

**Project Management Professional (PMP)**

**Information Technology Infrastructure Library (ITIL)**

# Education

**BS in Computer Science**

**Davenport University** - Kalamazoo, MI

**BS in Biology**

**Michigan State University** - East Lansing, MI