**INFORMATION TECHNOLOGY PROFESSIONAL**

**PROFESSIONAL SUMMARY**

Dynamic IT Professional with proven success leading quality and cost-effective projects while delivering excellence in customer service. An intuitive decision maker, technically and detail oriented with strong interpersonal, leadership, and communication skills. Skilled in clarifying issues, collaborating with technical as well as business Teams, advocating solutions, mobilizing cross-functional support, managing effective Project Teams, and facilitating decision-making in complex situations.

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| --- | --- | --- |
| * Program Management | * Global PMO Management | * Business Analysis |
| * IT Contract Lifecycle Management (CLM) | * Project Management | * Project Governance |
| * IT Risk Management (IPRM) | * Change Management | * Regulatory Compliance |
| * Technical Writing * IT Integration/Enterprise Application Management * Applications / Infrastructure Project Management * Business Relationship Management (BRM) | * Budgeting / IT Sourcing * Agile/Scrum Project Management * Process Reengineering * Enterprise Content Management (ECM) * Management Consulting Services | * Strategic IT Project Planning * Mergers/Acquisitions/Divestitures * IT Vendor Management (VMO) * Business Intelligence (BI)/ Data Warehouse (DW) * Global Rights Management / Content Management |

**WORK EXPERIENCE**

**Ekman Associates, Inc. Apr. 2020 – present**

**Senior Program Consultant - Management Consulting Services**

Provided Management Consulting Services, including RFI, financial and software analysis focused on an integrated Enterprise Content Management (ECM) solution implementation, as well as an Accounts Payment Invoice Automation system for a large engineering and construction company.  Analyzed and documented Business and Functional processes, systems, data models and controls that supported business model innovation and business process re-design / optimization based on stakeholders' needs and technology capabilities. Facilitated collaborative working sessions with business and technical stakeholders to ensure that the requirements were consolidated for future data mining capabilities.  Assisted in developing compelling business cases, future processes, and user stories, while documenting and facilitating functional, business, and technical requirements gathered with technology partners.  Developed cost analysis, design considerations, and implementation timelines.  Liaise with external vendors, senior executives, and technology teams to ensure collaboration and overall communication throughout the organization.  Defined Project Stakeholders, Project Organization including establishing and management a Project Steering Committee. Determined and built the capital and operating budget with ROI analysis to support the enterprise-wide ECM project with supporting Project Work Plan and Road Map with management of the full RFP/RFI process for the SaaS / Cloud software solutions. Managed the governance & escalation process and developed an Executive Level ECM Retention Policy Guidance.

**Robert Half Management Services Oct. 2019 – Feb. 2020**

**Project Consultant**

Working within a worldwide engineering firm, successfully analyzed, and separated key shared contracts based on a company divestiture within the client’s environment. Set up and managed a Contract Governance framework through an effective

communication and change management plan with internal business units and legal team. Managed the implementation, as well as the separation of key infrastructure and engineering software applications. Ensured that the Team received a thorough understanding of key in-scope contracts and contractual obligations and functioned as liaison with key business and vendor stakeholders. Performed strategic role as a software contract analyst that analyzed, coordinated and project managed all individual contractual efforts with the purpose of working with Legal staff and outside vendors in the separation efforts. Gathered current and projected usage metrics and developed strategies for negotiation and separating contracts. Project Managed separation of hardware and software infrastructure as needed. Collaborated with Senior Management and the Legal Team to develop contract and negotiation analysis and provided presentations to senior management with maintaining project summary and audit status worksheets.

**Foothills Consulting Group**

**The Walt Disney Company Apr. 2019 – Sept. 2019**

***Direct to Consumer & International (DTCI) Technology***

Rights Management Senior Project Analyst/Change Management & Training Consultant

Partnered and worked with outside vendors, engineers, and developers in an Agile/Scrum environment, to ensure that change management and best practices were strategically incorporated into the new releases of Rightsline, a worldwide integrated Rights Management system. Organized and facilitated project initiatives across internal business units and third-party strategic partners. Responsible for full creation and management of all Rights Management Business Use Cases, workflow diagrams of Production technology processes, technical diagrams, and other technical documentation to streamline processes and improve efficiency for onboarding technical staff, as well as the development of user training materials and User Guides to be used globally and domestically throughout The Walt Disney Company and certified by TWDC internal auditors. Worked with end users to implement the full capability of the Rights Management system and provided the subject matter expertise through developing and executing communication procedures and strategies supporting all technological implementations, changes made within the system, and key strategic initiatives.

**Madiba, Inc.**

**NBC Universal** – **Burbank, CA**  **Sept. 2018 – Feb. 2019**

SAP Project Manager, Enterprise Application

**ROC Ancillary Systems Project Manager**

Responsible for leading the Global effort of planning, coordination, migration tasks, milestones, and deliverables in support of the NBC Universal’s SAP ROC (Relocation to Cloud) project integrating their 16 Ancillary Systems. Brought in mid-stream to the Project to organize and focus on the specific details that were needed for the Migrations to the Cloud including changes to operating systems, database, and application software upgrades. Several key critical applications, such as internal SAP portals and applications that support and were currently fully integrated with SAP, that were scheduled to be migrated to the Cloud. Responsible for integrated project planning with other key SAP HANA migration efforts including work stream and task dependencies. Partnered with Global Application Owners, Functional Owners, IT, outside Vendors and key business units for the planning of smoke, technical, stress, UAT, and regression testing, including contingency planning efforts.

**Ekman Associates, Inc.**

**NBC Universal** – **Universal City, CA**  **2016 – 2018**

**Program Manager, DreamWorks Animation Integration, Cyber Security**

Lead the planning and coordination of Information Security related tasks, milestones, and Corporate initiatives in support of the DreamWorks Animation (DWA) IT Integration project with NBC Universal, including overall management of security tools integration, policies/use case rationalization, change management and communication to corporate security divisions. Maximized the capabilities of JIRA and ServiceNow to integrate projects and service ticket integration. Managed several development efforts that assisted with password integration between the two environments for ease of a single sign-on solution, as well as user interface and Portal integration. Delivered and maintained the detailed project plan, including tasks, milestones, budget, risk mitigation, dependencies, and deliverables, and coordinated efforts with the IT Infrastructure Team. Supported technical working sessions, including distribution of meeting minutes, action items, and assessment and management of risks and coordinated cross-functional work teams toward task completion. Developed and managed project budget with actual spend, including the delivery and implementation of tools, data center upgrades, and technologies. Updated and maintained project status reports to Global IT PMO, including periodic updates to Information Security leadership. Provided overall liaison support for DreamWorks Animation Information Security personnel to help integrate within the Corporate culture. Created an overall success in developing strong cross-team relationships and partnerships between the two companies.

**Allen Lund Company – La Cañada, CA 2014 - 2016**

**Project Management/EDI Management/Business Analysis**

**Project Management:** Responsible for the supervision and coordination all company-wide projects including hands-on management of IT projects such as system/network infrastructure, Enterprise Mobility Solutions, customized application development, PeopleSoft upgrade, CRM upgrade, Oracle General Ledger upgrade, disaster recovery, Change Management, and desktop support. Maintained companywide project listing and conducted weekly project oversight committee meetings including integrated application development, EDI enhancements, data center upgrades including offsite cold site and disaster recovery. Managed the full life cycle with the offshore team for software/application development, enhancements and implementations applying change management directives. Experience at dealing with ambiguity in a rapidly growing and changing environment. Ensured that requirements were accurately reflected in project and testing plans so that product/project quality targets could be achieved.

**EDI Management:** Responsible for managing staff who designed and implemented EDI Electronic Data Interchange solutions for business needs supporting logistics brokers and logistics software company. Worked with EDI Customers, shippers, transportation carriers, vendors, and programmers on all implementations. Managed and troubleshooted the development of custom EDI functions and prioritized all aspects of the EDI projects. Maintained and monitored all EDI daily transactions, invoices and exceptions between carriers, and shippers. Direct responsibility for EDI management software, including EDI mapping software (Sterling B2B Integrator) and EDI training. Analyzed problems, tasks and developed a sequence of steps to create solutions which effectively met the needs of internal customers. 

**Business Analysis:** Clearly **a**nalyzed and designed processes to improve the overall flow of information. Defined and developed the business case for objectives of new projects, including identification of core business needs. Evaluated possible solutions and mapped to business issues. Generated functional requirements, process flow diagrams in Visio, technical network diagrams, and gained approval of stakeholders to ensure that they met the company’s business needs. Translated the business requirements to System/Functional requirements for all IT projects, and then for application projects, authorized continued offshore development. Demonstrated the ability to extract and synthesize data; conduct and interpret into quantitative and qualitative results. Developed detailed business requirements, system documentation, design/workflow procedures for approved projects.

**La France & Associates 2011-2014**

**Senior Consulting Director** **(2011 – 2014)**

* **WASH Multifamily Laundry Systems, Inc. – El Segundo, CA** 
  + Project Management / Business Analysis: Managed/Implemented application development projects applying change management directives
  + Business Intelligence (BI) Project Management: Managed the implementation of the complex accounting, sales and management reporting/dashboards/analytics utilizing Cognos, SQL Server, SharePoint, and Micro Strategy within the company’s Enterprise Data Warehouse, including management of mid-size offshore Cognos BI staff
  + Responsible for leading WASH's BI Implementation Executive Steering Committee, translated the business needs into IT requirements / demands and integrated with internal CRM system.
  + Technical Writer: Analyzed and documented relevant business processes utilizing Visio diagrams/narratives and created detailed department user documentation. Conducted training classes, including train-the trainer, one-on-one and classroom style training.
  + Provided financial and IT due diligence for prospective business acquisitions
* **Global Conductor, Inc. – Cypress, CA** 
  + Provided project management consulting support for Avery Dennison’s divesture project
  + Provided support to the Sales and Marketing department in realigning marketing materials with product offerings.

**Universal Music Group (Vivendi) – Universal City, CA 2003 - 2011**

**Senior Director, Strategic Contract / Outsourcing Compliance – (2007 – 2011)**

* Reporting to IT Senior Management, partnered with UMG IT senior leadership, network services, application development, finance, Legal Counsel (internal and external) and other senior executives, both internal and external to UMG, overseeing the contract compliance and vendor management office for the strategic IT outsourcing agreements and creating consensus among business units. Responsible for the planning and execution of programs across multiple lines of business. Collaborated with the managing directors and Legal Counsel to drive the vendor management process of RFI/RFQ, Metrics, Statement of Work, negotiation, and approval process, as well as any amendments for the services provided by the vendors, and responsible for providing strategic leadership for the PMO by working with key stakeholders.
* Full oversight and management of SLAs & KPIs; Validated accurate SLA implementation and accurate monthly reporting of SLAs & KPIs across strategic vendor contracts. Facilitated in all billing reviews and invoice validation/approval.
* Partnered with business owners and vendors to ensure timely and successful delivery against contractual obligations.
* Managed and coordinated all governance meetings and key stakeholder communications.
* Collaborated with Finance, key business stakeholders and vendors to achieve program objectives.
* Defined, developed measurable metrics to track key vendor performance beyond what is contractually obligated.
* Facilitated monthly service reviews to review service delivery performance with tracking critical issues / risks / initiatives.
* Provided oversight and reporting to senior management for the delivery of outsourced services including Vendor management, Service Level management, invoice reconciliation, service issue resolution, new requirements introduction, contract amendments, and delivery acceptance.
* Created and maintained a vendor dashboard, including performance metrics and deliverables.
* Provided deep working knowledge of contract terms and conditions, including the ability to discern where operational issues touch contract terms. Provided a strong understanding of contract risks and effectively worked with other parts of the organization in crafting tactics and strategies for risk mitigation.
* Responded to business’ requirements through resource planning, including load management of effected resources, skill set competencies and long-term capacity planning.
* Determined PMO skill set requirements to match environment and strategic objectives and make personnel changes to support requirements.
* Gathered best practice research and proactively evaluated the vendors relative to the market in seeking ways to improve the cost to offering association. Analyzed for IT senior leadership, potential cost reductions, business strategy to solutions, and additional opportunities based on vendor optimization best practices.

**Universal Music Group (Vivendi) – Universal City, CA 2003 - 2011**

**Global Program Manager/Global Transition Services Manager (Global PMO) – (2003 – 2007)**

* As part of the Global PMO, managed the global divestiture transaction between Vivendi and NBC Universal after the sale of Universal Studios and Theme Parks to GE with reporting directly into the CIO and CFO offices to ensure adherence to business strategy and day-to-day operational support.
* Accountable for Vivendi/Universal Music Group adhering to the terms of the transition services agreement, and responsibility for the overall direction, goals and coordination of services which are provided by and received by Vivendi/UMG, while exercising a high level of discretion in handling confidential contract documents. Exhibited a high degree of analytical skills as part of a creative approach to problem-solving.
* Provided direct program management efforts related to organizational divestiture reporting, global daily problem/issue resolution, providing control measures when calendaring contract trigger notification dates, point of contact for adhering to software contract consents, and assessment to the impact of any change control notification for IT systems/applications. Responsible for full divestiture global project including enterprise application integration and separation, data center relocation, and supply chain separation, including rationalization of all IT global licenses and applications. Built relationship as a trusted business partner with key business executives and was the focal point for delivery of IT services.

**Director of Global PMO - (2003 – 2007)**

* Responsible for the full reorganization and management of UMG’s Global PMO, including the associated PM Best Practices and Methodology of PMI’s structured project management methodology solution. Responsible for implementing project management best practices related to formalizing enterprise related initiatives applying change management directives. This included the establishment of governance processes, metrics, and program management best practices across a global organization.
* Managed, supervised, and mentored Project Managers and Business Analysts in a hands-on approach with responsibility for implementing multiple strategic projects
* Responsible for the planning and execution of programs across multiple lines of business and portfolio management of the global budgets and reporting for all IT projects within Universal Music Group
* Mentored, guided, and conducted technical brainstorming sessions for the company’s project managers, business analysts and support teams in a hands-on capacity
* Drive the day-to-day PMO activities utilizing Waterfall and Agile methodologies to ensure on-time and on-quality deliverables for all managed programs/projects, operating efficiency, and continuous improvement.
* Developed a customized Project Management Career Development Plan. Conducted regular training sessions educating all of the project managers with the established PMI project management methodology, standards, and guidelines
* Partner with multiple businesses to prepare project budgets and consult with the business unit to prepare cost/benefit models
* Developed enterprise-wide view of technology service strategy and opportunities through collaboration with business leaders. Provided analysis support so that project costs and return on investment (ROI) are clearly understood and properly prioritized
* Orchestrated an industry-wide event that fostered cross-industry collaboration forum with key contacts at most of the entertainment companies for three consecutive years. Managed, organized, created website, and coordinated the event with key speakers, vendors, and industry leaders within the central theme of ‘Project Agility in the Entertainment Industry’ in order to network, and foster cross-industry collaboration and best practices.

**Johnson & Johnson - Network & Computing Services 2002 - 2003**

**Portfolio Manager Consultant**

* Developed and managed the introduction of a Project Management Methodology deployment that met needs of Johnson and Johnson's Western Region Operating Companies and enterprise initiatives within the Western Region Support Center applying change management directives
* Established and maintained project performance metrics and developed necessary reports and presentations to enhance communications for senior management and Corporate J&J.
* Mentored and guided the project managers, analysts, and support team in a hands-on approach.
* Developed the process for project initiation, prioritization, and project sponsorship, which ensured that business justification is established, and ownership identified to support project efforts
* Physically aligned resource needs and assigned/contracted necessary project management and technical skills based on project requirements ensuring compliance with PMLC on all engagements
* Created matrixes for budget, ROI, earned value analysis and time variances in delivering infrastructure requirements
* Mediated issues that arose in the course of the project lifecycle and created templates for issue resolution.
* Teamed with Senior IM management and Site Management to plan strategic infrastructure and service requirements, goals, and initiatives
* Established contacts and improved upon Project Management processes nationwide and companywide.

**Floryan-Keenan and Associates – South Pasadena, CA 2001 - 2002**

**Independent Consultant**

* Aligned technology with business operations while considering several factors, including evaluation of existing IT infrastructure, business strategy and local competition
* Managed upgrades to application software, upgrades to computer hardware and peripherals, creation of MS Word/Excel templates, creation of MS PowerPoint presentations, training of MS Office Suite
* Provided recommendations to enhance the effectiveness of learning processes, activities, and materials
* Created a training and education work plan to support their Phase Two software rollout

**IndyMac Bank – Pasadena, CA 2000 - 2001**

**VP, Development / Internet Banking**

* Implemented Digital Insight’s Axis Internet Banking, Bill Payment and Portal, transaction application for the Bank integrating it with its back-end legacy and client server transaction systems utilizing AMA’s structured project management methodology and hands-on approach. ([www.myindymacbank.com](http://www.myindymacbank.com))
* Analyzed, evaluated, and integrated the viability of Internet-enabling E-commerce business processes into the branch offices and Call Center operations within a fast-paced technology environment utilizing Microsoft’s Digital Dashboard applying change management directives
* Collaborated with executive management, determined, and captured the sales and revenue business drivers from the Internet transactions and developed marketing programs to support the key business initiatives
* Managed and mentored the project managers, analysts, and support team with a hands-on approach and responsible for the Internet Banking E-commerce website and its integration throughout the company
* Designed and implemented a company-wide PMO with a hands-on approach, from the ground up, including the associated PM Best Practices and Methodology of AMA’s structured project management methodology solution.
* Member of the Bank’s Website Design committee responsible for consistency, security, and new E-commerce strategies for the company’s several websites. (Gomez #1 website – 4 quarters)

**WesCorp – San Dimas, CA 1996 - 2000**

**Manager, Strategic Projects – (1999 - 2000**

* Designed and implemented a company-wide PMO from the ground up, including the associated PM Best Practices and Methodology of AMA’s structured project management methodology solution. Supported the Corporate PMO, which provided the development of a customer-oriented reinforcement system, creation of effective modular teams, measurement of proactive customer service, understanding of quality modeling and ISO 9000
* Managed, supervised and mentored all Project Managers and Business Analysts in a hands-on approach with responsibility for implementing multiple strategic projects, including Y2K, E-commerce strategies, integration efforts following a Corporate merger, business contingency/disaster recovery, an ERP (Lawson) selection/conversion from JD Edwards, CRM (Siebel) selection and implementation, Image Item Processing, ACH/wire processing, third party transmissions, broker/dealer software – Bloomberg, QRM, inventory control, and fully integrated multi-media/LAN system. In addition, while managing the PMO, implemented automated management reporting, regulatory compliance, change management framework, and integration of a structured project management methodology.
* Managed multiple strategic projects to quantifiable objectives commensurate with business, strategic and E-commerce objectives
* Evaluated, recommended, and integrated new and emerging technologies, structured project development and related implementation methodologies (SDLC).
* Designed and developed multiple project plans that determined dependencies, adequate resource allocation, work breakdown structure and supported the integration needs of the business and support units.
* Developed a new project, planning and development department, which resulted in greater enterprise-wide knowledge, understanding and deployment of the scope and progress of strategic projects.
* Conducted regularly scheduled presentations for executive management and the Board of Directors

**Manager, Project Planning and Development – (1998 - 1999)**

* Ensured that business and support units are appropriately served through the research, planning, deployment, and management of all technological short-term and long-term projects.
* Established the leadership role in coordinating the delivery of technical projects across multiple technology groups (development, architecture, operations).
* Managed business integration efforts as a result of a corporate credit union operation acquisition.

**Manager, Networks & Technology – (1997 - 1998)**

**Project Manager - E-commerce – (1996 – 1997)**

**GLENFED Insurance Services (GIS) *(A subsidiary of Glendale Federal Bank)***

**Glendale, CA 1988 - 1996**

**Vice President, Chief Information Officer and Marketing Director**

**Delphi Information Systems, Inc. 1984 - 1988**

**Westlake Village, CA**

**Senior Manager, Quality Assurance**

**EDUCATION**

California State Polytechnic University, Pomona

* Bachelor of Science in Business Administration and Computer Information Systems

Pasadena City College

* Associate Arts, Business Administration

**TRAINING**

California Institute of Technology

* Managing Strategic Outsourcing Contracts
* The Successful Negotiator

ESI International

* Scheduling and Cost Control, Managing Projects, Critical Thinking and Problem Solving

Johnson and Johnson Learning Service Consortium

* Project Management LifeCycle, PaRIS, Summit, QSSDV, Cost and Quality Management

American Management Association

* Managerial and Team Building Skills, Risk Management, Improving your Project Management Skills: The Basics for Success

Dale Carnegie Training

* Leadership Training for Managers, High Impact Presentations

**PROFESSIONAL AFFILIATIONS**

* Member of Women in Technology International (WITI)
* Member of Toastmasters International
* Member of Project Management Institute (PMI)
* Member of International Association of Outsourcing Professionals (IAOP)