

LESLIE M. GEORGE, PMP, CSM, CPM

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ENGAGEMENT LEADER

Accomplished professional services delivery/engagement leader with extensive experience driving large scale cross-functional technology initiatives across an enterprise. Keen ability to quickly understand a client's business model, complexities, and "the big picture," has culminated into a long history of success working with *Fortune 500* clients, and created additional opportunities. Broad consulting experience (including *Big 4*) delivering engagements across diverse industries that include: cloud hosting/infrastructure, CPG, law, retail, mortgage, and petroleum. Strong business acumen combines with high emotional intelligence to solve problems with care and empathy while cultivating relationships and earning trust.

PROFESSIONAL EXPERIENCE

□ Red Hat – Global Sr. Program Manager 2020 – 2021

Designed, implemented, and evangelized the services portfolio management process that aligned global solution development with business strategy, and connected the solutions portfolio to the enterprise strategy.

- Established the structure to organize teams into value streams, each producing one or more solutions, enabling stable teams to work on smaller batch sizes and focus on delivering value in a shorter-time-to-market.
- Developed the approach to address interdependencies and cross-cutting concerns in managing multiple portfolio solutions.
- Created the "Services Solution Franchise" model to promote a consistent global approach to solution development.
- Integrated individual solution roadmaps into a more comprehensive view, communicating the larger picture to enterprise and portfolio stakeholders.

□ Capra Consulting, Inc. – Owner, Principal Consultant 2004-2014; 2016-2020

Strategically focused engagement manager retained by clients to lead, manage, implement, and support project-specific as well as enterprise-wide technology and business-focused initiatives. Valued for diverse industry experience, broad business acumen, flexibility, and the ability to make an impact quickly in complex environments. **Key Clients** (not all inclusive):

White & Case, LLP (Tampa, FL)

- Managed top 20 Global Technology Services efforts for one of the world's largest international law firms.
- Executed firm-wide initiatives that impacted core IT infrastructure and service enhancements to improve business continuity.
- Examined areas for continuous improvement and developed implementation plans for incremental change and process refinement.

VMware (Reston, VA & Remote)

- Appointed as Service Delivery Manager to the Global Services and Healthcare/SLED verticals within the Professional Services Organization (PSO); managed the execution, delivery, and implementation of multiple SaaS and PaaS products.
- Owned the customer relationship and served as the single point of contact between client and VMware (sales, global services & support, IT, cloud operations, etc.) throughout the entire project life cycle.
- Partnered with client to understand their process, strategy, and goals; worked with VMware's executive leadership, product management, development, quality engineering, and product operations to ensure products were aligned to satisfy/meet the client's requirements.

- Led efforts to support a customer's evaluation (and the 2000 end user production pilot) of Workspace ONE, a platform that allowed mobile application developers and IT teams the tool to rapidly and cost effectively build, test, deploy and maintain enterprise-ready mobile apps.

Rackspace Hosting (San Antonio, TX & Remote)

- Retained by client for 2 separate engagements. Responsible on both occasions for directing key facets of integrating legacy systems/products to standardized platforms.
- Identified service layer dependent systems/tools across all business units by conducting end-to-end audits and requirements gathering. Goal of investigation achieved as it produced 40+ additional API's for development.
- Orchestrated the planning, development, testing and execution of the cutover from clients' legacy billing system to Oracle Billing and Revenue Management system (BRM).
- Operated in a dual role as Project Manager/Scrum Master for Incident Service, a service layer integrating cloud and dedicated ticketing systems into a single platform for the support of customers across multiple service levels, product portfolios, and geographic locations. Project budget: \$1.5M.

Macy's System & Technology (Johns Creek, GA)

- Headed the Enterprise Support System (ESS) In-Transit program, a major component of the enterprise-wide initiative to enable and sustain item level inventory management across the enterprise and through the supply chain. Project budget: \$2M.
- Directed the 3 key application work streams (Inventory, EDW, and Central Booking System), each team consisting of business analysts, developers, testers, onsite and off-shore resources, operational support, and subject matter experts (SMEs). Each team consisted of 10-15 resources.
- Co-engineered the development of the program's collaborative website and established the framework for the reporting lifecycle and communications plan.

ConocoPhillips (Bartlesville, OK)

- Consulted on the assessment of various loyalty programs, pilot implementation plan, and market-wide loyalty program deployment for the major oil retailer.
- Served as Program Manager to the development, testing, and beta rollout of both automotive and aviation software versions that provided enhanced flexibility and functionality for petroleum and aviation fuel marketers.

The Coca-Cola Company (Atlanta, GA)

- Coordinated the global initiative for the development of an immediate consumption global network, delivering a comprehensive suite of operational and financial services providing interfaces to the Coca-Cola systems vending network.
- Organized procurement activities related to cashless transaction cost and fee negotiations with acquirers and processors.
- Appointed to evaluate the pilot of a cashless vending program implemented by the largest Australian Coca-Cola bottler.
- Chaired discussions and engagement with the primary U.S. bottler, Coca-Cola Enterprises to gain support for the initiative.

American Express (Atlanta, GA)

- Owned and managed the accounts of property management clients Jones-Lange LaSalle, PREIT, and Bal Harbor Mall, in the launch of the AMEX gift cards and co-branded gift card programs.
- Aligned AMEX teams in the U.S., Canada, and U.K. in the execution of the prepaid card process from contract execution through client go-live and post-implementation support.

Fannie Mae (Reston, VA)

- Conducted two projects concurrently, both focused to address audit points and close SOX compliance weaknesses that existed in IBM Mainframe environment.

- Owned all processes and execution of tasks in acquisition, installation, and configuration of a software management product (CA Endevor) to manage changes to source and executable objects in Mainframe environment.
- Aligned a team of 5 system engineers and 20 application developers to follow industry standard security practice for mainframe platforms that recommends a logical separation of production and non-production environments by creating separate logical partitions (LPARs).

The Home Depot (Atlanta, GA)

- Through performance and delivery excellence, instilled confidence with management and executive teams which resulted in multiple client engagements. Managed project budgets ranging \$2.4M - \$24M.
- Facilitated the evaluation, feasibility, RFP and vendor selection process for enterprise-wide initiative to retire existing store computing environment and replace with a robust, next generation platform to improve reliability, availability, serviceability and scalability of store infrastructure. Project budget: \$24M.
- Mobilized the Tandem NonStop team in the development of a cross-reference tool to protect payment card account numbers used in sales and refunds from unauthorized access. Achieved compliance with requirements 3 & 4 of PCI Data Security Standard. Project budget: \$5M.
- Oversaw from scope definition through deployment of two major POS software releases. Combined project budget: \$6.6M; Combined estimated yearly savings: \$32M.
- Executed the full project lifecycle of a \$2.3M consignment project resulting in sales increase of \$67M across a single department.
- Orchestrated project teams ranging in size from 5 to 100+, representing multiple IT work streams and business functional areas.
- Conducted monthly project health and financial tracking presentations to C-level and executive leadership.

□ PwC – Manager, Advisory Services

2014 – 2016

Accountable and responsible for the end-to-end delivery of professional services solutions in line with client's enterprise transformational programs and strategic business objectives. Prospected, qualified, and secured opportunities to extend/expand engagements and grow a book of business.

- Headed the engagement for a multinational advertising and public relations company in support of their global data warehouse (GDW) initiative. Grew account from \$180K to over \$750K that laid the foundation for additional firm opportunities throughout their organization.
- Accelerated the maturing of a PMO for a Fortune 100 oil & gas corporation in preparation for an upcoming reimplementation of SAP (project budget: \$525K). In parallel, identified an opportunity to provide training which secured \$300K of additional revenue.
- Partnered with client to establish a structure to support the rapid deployment of PPM tools and methods of control in support of an ERP consolidation project, the result of a recent acquisition.

EDUCATION & CERTIFICATIONS

- **Penn State University** | B.S. Environmental Resource Management, Minor in Civil Engineering | University Park, PA
- **PMP** | PMI Certified Project Management Professional
- **CSM** | Certified Scrum Master
- **CPM** | Certified Project Manager

TOOLS

MS Office 365 ▪ MS Project ▪ SharePoint ▪ Smartsheet ▪ Trello ▪ VersionOne ▪ Confluence ▪ Workfront ▪ OneDrive ▪ Google Workspace ▪ Mural ▪ Miro