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**Summary**

A competent and experienced project / program manager, with 9+ year’s experience in managing

Multi-disciplinary teams of varying sizes and complex programs of work. Has the ability to build strong relationships with all stakeholders and to turn proposals into reality. Successful in management roles that demand a high level of drive and on delivering business outcomes through the use of various methodologies Waterfall, Agile, Kanban, SDLC, Six Sigma, LEAN. Expert knowledge of Microsoft Products, Data Warehouse setups with MPLS, firewall and connectivity setup, design/mining, Implementations and benchmarking. Vast Knowledge of Cloud Computing & DevOps foundation/concepts, SharePoint SQL/Tableau/Unix to improve/monitor performance.

**Education & Certifications**

**University of Massachusetts**, Lowell, MA

*Bachelor of Science* (2007-2010)

Concentration: Economics

Minor: Legal Studies

* **Project Management Professional Certification** (PMP)- **(In-Progress) *P****roject Mgmt Institute*
* **Certified Six Sigma Black Belt** (Completed)-2018*SCRUMstudy*
* **Certified Scrum Master** (Completed) - 2017 *SCRUMstudy*
* **Certified Six Sigma Green Belt** (Completed) – 2017 *SCRUMstudy*
* **Certified Lean Six Sigma** (Completed)- 2017 *UnitedHealth Group*

**Experience**

**Dignity Health, Revenue Cycle PMO**

*Senior Project Manager II* Nov 2019 – Present

* Responsible for the project management throughout the entire project lifecycle of Revenue Cycle, including project Initiation/proposals, project delivery, business liaison / stakeholder management, post implementation review and project close out / handover. Ensured all milestones achieved in timeframe.
* Effectively and efficiently ensure all projects are executed on time, budget and within scope by following the project management methodology.
* Collaborating and communicating daily with Sr. Leadership, design, and technical development teams
* Manage project budgets and communicate to business sponsors on weekly status of project burn out
* **Manages multiple, medium to large capital and non-capital projects simultaneously.**
* **Ensures that in-flights reviews and quality assurance procedures take place for all projects.**
* **Minimizes IT s exposure and risk on projects. Solves conflicts and issues in a timely manner, escalating to manager as appropriate.**
* Provides technical assistance in identifying, evaluating, and developing systems and processes that are cost effective and meet business requirements. Works with technical support teams and business groups to analyze metrics and/or create metrics when not present.
* Developed mechanisms for monitoring project progress and for intervention and migration of problems with program managers, vendors and clients.
* **Ensures project documents are complete, current, and stored appropriately.**

**Wells Fargo, Data Management/Risk Compliance**

*Senior Consultant -* Sept 2017 – Nov 2019

* Acts as a liaison between disparate business and technical teams by planning, conducting, and directing the analysis of complex business problems as it relates to technical systems.
* Full responsibility for the build and deployment of the supporting IT infrastructure for Middleware Compliance, Patching & Workflow. This included coordination of project activities, change control, attention to detail without daily supervision.
* **Conducted a** **current state vs. target state** **gap analysis**, and **remediation** phase for all projects.
* May act as an internal consultant within technology and business groups by using quality tools and process definition/improvement to re-engineer technical processes for greater efficiencies.

**United Health Group-Optum360**, Los Angeles, CA

*Project Manager*  Feb 2016- Apr 2017

* Responsible for the project management throughout the entire project lifecycle of DevOps, including project Initiation/proposals, project delivery, business liaison / stakeholder management, post implementation review and project close out / handover. Ensured all milestones achieved in timeframe.
* Implemented Time Tracking software app that increased workflow throughout UHG/Optum360 centers.
* Stepped in, turned around and saved troubled project for Optum360 Finance reporting in Cognos (CWA), after delays damaged client relationship. Drew up new schedules, control request, identified and resolved issues and delivered system ahead of revised schedule.
* Produced an effective plan & risk adjustment so that timescales and project costs are underwritten, understood and accepted by all stakeholders. Set budgets for project time scales and deadlines with clients (Artiva, Meditech, MS4, Invision, others).
* Lead a data warehouse implementation project that also entailed assisting technical team in their design and development tasks for completion.
* Produced project definitions to include validated FRDs, BRDs/ Charter, scope, roles, responsibilities, budgets, timescales and resources. Ensuring accurate records of expenditure, accounting, costing and billing.
* Ability to Interpreted databases, stored procedures, reports, various interfaces using SQL, or Tableau software tools. Identified data issues off queries, filters and recommended solutions off those for optimal performance.
* Managed and developed SharePoint site for the multiple departments needs/demands.
* Expert knowledge of Microsoft Products, Data Warehouse design/mining, Implementations and benchmarking. Vast Knowledge of Cloud Computing & DevOps foundation/concepts, SharePoint, Unix to improve/monitor performance.
* Assisted in Quality Assurance testing on various projects, used SQL functions to ensure data accuracy meets requirements.

**Capital Group**, Los Angeles, CA

Sr. Business System Analyst *-Finance Sector*  Sep 2015- Feb 2016

* Project manager for Application and Software development that impacts there Fixed Income Organization.
* Implemented multiple data migration efforts with business vendors improving data quality and timing.
* Successfully managed data migration projects, software releases and overall product quality delivery. Monitors, controls and manages overall project execution, including budget, JIRA, scope, structure, schedules, processes and resources.
* Contribute to the successful completion of project deliverables by working autonomously on selected deliverables including research, testing and functional validation. Collaborated and ran sprint planning, daily stand ups, and release management for 15+ engineers working on 5 separate applications and platforms.

**Fidelity Investments**, Personal and Workplace Investing, Merrimack, NH

Project Mgr *Operations -*  Feb 2013- Aug 2015

* Worked directly with our 32 Healthcare business partners and customers when appropriate to identify

Cross-functional solutions and opportunities for improvement.

* Implemented three” GO Lives” with IBM, General Dynamics and State Street.
* Improved existing Payroll arrears practices which decreased defects and anomalies.
* Researched and analyzed specific business processes and structures to support integration into new and existing technology platforms. (ORACLE and HOBs Environments).
* Supported all aspects of the project lifecycle including, requirements of FRDs/BRDs, scope, user acceptance testing and implementation.
* Recognized by Leadership and Peers as Employee of the Quarter recipient Q2 2014 & Q1 2015

**Fidelity Investments**, Global Data Service, Merrimack, NH

*Project Mgr Operations - Fixed Income*  Jun 2012- Jan 2013

* Project manager for Application and Software development that impacts there Fixed Income Organization.
* Lead a data warehouse implementation project that also entailed assisting technical team in their design and development tasks for completion.
* Subject matter expertise in Global Production Management Corporate and Commercial Operations.
* Responsibilities including insuring milestones, dependencies, and critical path.
* Act as a vendor and business partner liaison with Fidelity’s 22 Vendors (Bloomberg, Thompson Reuters, Moody’s, Wells Fargo) by developing relationships with offshore business partners, internal business partners, client contacts and 3rd party vendors. Provide support and serve as a point of escalation for business issues.
* Experience Understanding Reference Data Management, Asset and Security Master Data applications.

**Fidelity Investments**, Personal and Workplace Investing, Merrimack, NH

*Business Analyst Operations (Level III) Healthcare Sector*  Sept. 2011- Jun 2012

* Leverage technology and detailed understanding of the business to research and analyze data to identify and determine the root cause of defects. Reconcile very large datasets to identify anomalies and variances.
* Interpret information needs into economical, logical and useful solutions for complex systems.
* Performed audits on all clients on a regular basis and recommended solutions for issues, results graded.

**Other Experience**

**Putnam Investments,** Andover, MA Oct 2009- May 2010

*Client Service Sr. Representative*  Jun 2008- May 2009

* Handled calls from brokers, shareholders and other parties for inquiries in regards to financial request.