

PICO SENBOUTARAJ

SENIOR TECHNICAL PROJECT MANAGER

PROFESSIONAL SKILLS

Project Management
Program Design
Process/Policy Development
Software Deployment
Data Analysis
Change Management
Client Account Management
Personnel Coaching
Vendor Management

PERSONAL SKILLS

Reliable and Professional
Precise Communicator
Problem Solver
Organized
Team Leader
Fast Learner
Motivated

CONTACT

P: (415) 439-9573
E: psenboutaraj@gmail.com

SOCIAL

LinkedIn®

www.linkedin.com/in/pico-senboutaraj/

ABOUT

Multifaceted management professional in the contingent workforce & software industries; with expertise managing cross-functional teams, implementing projects and programs within dynamic global organizations to satisfy diverse communities of users. A skilled & nuanced leader at understanding unique problems, collaborating, designing, and delivering effective solutions to diverse challenges.

WORK EXPERIENCE

SENIOR TECHNICAL PROJECT MANAGER

Direct Commerce Inc., San Francisco, CA | May 2018 - Present

- Serve as the primary Sr. Technical Project Manager for clients on the global implementations of P2P Software as a Service ('SaaS') deployment projects.
- Designated Sr. Technical Project Manager to drive project tasks within key areas for the implementation lifecycle, which includes the facilitation of project team meetings to define and document technical and business requirements through client workflows.
- Assuming the role as an application expert and trusted subject matter expert in order to guide new client deployments.

MANAGER, PROFESSIONAL SERVICES

Provade Cloudware Inc., San Francisco, CA | Nov 2010 - Apr 2018

- Designated Sr. Project Manager to drive project tasks within the following areas for the software implementation lifecycle; project planning, scope and budget management, requirements exploration and gathering, business process and data analysis, solutions and integration design, system configuration, testing and training.
- Serve as the primary Sr. Project Manager for clients on the global implementations of Software as a Service ('SaaS') / VMS deployment projects used for contingent workforce & SOW management services, where managed spend has totaled more than \$250mm on these projects

WORK EXPERIENCE- CONTINUED

MANAGER, PROGRAM DESIGN/SALES CONSULTANT

*Manpower Group Inc., San Francisco, CA | Jan
2009 - Oct 2010*

- Advising sales and implementation organization on Managed Service Provider (MSP) offerings; collaborating with Global and North American sales/solution, Proposal Management, Finance and Client Implementation departments
- Led model design efforts for new National Account opportunities within the scope of SMB (small/medium business) to large Global MSP programs

MANAGER, SERVICE DELIVERY/PROGRAM MANAGEMENT

Manpower Group Inc., Milwaukee, WI | Oct 2007 - Dec 2008

- Responsible for leading and directing the Service Delivery teams assigned for two large scale Managed Service Provider (MSP) Programs with a combined annual spend > \$200million under management
- Developed strategies ensuring the service teams consistently delivered a successful on-time order fulfillment rate exceeding 95%

MANAGER, CLIENT CONTRACT ADMINISTRATION

Manpower Group Inc., Milwaukee, WI | Mar 2006 - Sept 2007

- Designed and implemented enhanced client contract review processes, procedures and systems for local, national and global accounts to actively reduce contract review time frames by 20%
- Resolved key performance inconsistencies by restructuring direct reports of contract analysts to align core competencies with targeted responsibilities, while establishing clear roles and goals

MANAGER, SUPPLIER DIVERSITY & SUPPLY CHAIN PROGRAMS

Manpower Group Inc., Milwaukee, WI | Nov 2002 - Mar 2006

- Elevated the companywide Supplier Diversity and Supply Chain programs, including the build-up of the Supplier Diversity Mentoring program to consistently drive 20% increases in enterprise-wide diversity spend year-over-year
- Engineered the Supply Chain Life Cycle for staffing vendors to ensure consistent compliance and efficiencies for subcontractor spend under management of more than \$200mm annually

EDUCATION

BACHELOR OF ARTS, SOCIOLOGY

*University of Wisconsin Madison | Class of 1999
GPA 3.5*