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| **Toni Lewis, BSBA, MS, OPM**  Grand Cane, LA  🕿 (318) 455-2788 | 🖂 [chasergrl@yahoo.com](mailto:chasergrl@yahoo.com)  [www.linkedin.com/in/tonilewis1](http://www.linkedin.com/in/tonilewis1) |

**Project Management** **|** **Operations Management |** **Change Management**

*Technical Skills | Relationship Building | Risk Management*

Passionate, accomplished, Senior Project Manager highly regarded for driving all aspects of complex projects to completion, ensuring that solutions align with business objectives, budgetary constraints, and timeline goals. Utilizes in-depth knowledge of the project management and product development life cycles to create deliverables that enhance productivity and optimize revenues within the finance, healthcare, and manufacturing industries. Motivational leader who builds and supervises highly effective, cross-functional teams, championing their achievements and inspiring them to support diverse organizational needs. Employs outstanding communication skills to foster meaningful relationships with colleagues, executives, and stakeholders across all functions. Organized and detail-oriented, with a demonstrated history of prioritizing and managing multiple priorities simultaneously. Ambitious and analytical self-starter who interprets statistical data and continually defines and implements process improvements. Thrives in fast-paced and diverse environments that champion collaboration, innovation, and transparency.

**Selected Highlights**

* Led 13 Hardware Resources product development projects from ideation to launch, clearly communicating project scopes to internal teams and stakeholders, and working together to ensure a seamless transition between phases.
* Leveraged unique problem-solving skills to mitigate schedule and resource conflicts, ensuring projects were delivered on time and exceeded expectations.
* Managed 22 high-performing, international cross-functional team members, communicating individual roles, setting attainable goals, and identifying resource gaps to support successful resolutions.
* Cultivated comprehensive documentation, project plans, design documents, and test plans to support all Calton Hill Capital Markets projects.
* Organized the development, testing, and implementation of tailored systems solutions that enhanced Lifeshare Blood Centers operational efficiency 34%.

**Core Competencies**

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| * Project Management | * Product Development | * New Business Development |
| * Process Improvements | * Agile/Lean Methodologies | * Operations Management |
| * Risk Management | * Performance Development | * Data Analysis |
| * Cross-Functional Team Leadership * Collateralized Loan Obligation (BNY Mellon) | * Engineering Management * Collateralized Bond Obligation (BNY Mellon) | * Business Intelligence * Treasury Services (BNY Mellon) |

**Education**

**Southern New Hampshire University, Nashua, NH: 2015**

*Master of Science – Operations and Project Management (GPA: 3.72)*

**Louisiana State University Shreveport, Shreveport, LA**

*Bachelor of Science – Business Administration (GPA: 3.67)*

**Certifications or Additional Education:**

*Six Sigma Black Belt Coursework*

*PMP Graduate Coursework*

*Agile Project Management*

**Professional Experience**

**CLECO | Alexandria, la | April 2020 to June 2020**

**IT Project Manager (Contract)**

Create, maintain and/or manage overall and /or individual detailed project plans/schedules that include all phases of the project lifecycle including required testing phases and closure for all the IT aspects of CLECO’s IT Infrastructure initiatives.

**CLECO Achievements, Continued:**

* Managed all financial aspects of the project including budget, variances, schedules, and reporting
* Oversaw, planned, coordinated and /or followed-up on third-party vendor scheduling, project plan, deliverables, tasks, and activities in support of the IT aspects of CLECO’s IT Infrastructure initiatives
* Created status reporting, as directed, and required by CLECO’s IT Infrastructure initiatives
* Completed the change management process of leading the CLECO Care teams from their manual process to utilizing ServiceNOW
* Managed the Risk Engine implementation for risk control reporting and strategy evaluation
* Managed the SAP implementation by tracking defects/enhancements and facilitating Incident Review meetings with CLECO team and vendors

**hardware resources | bossier city, la | Nov 2018 to Feb 2020**

**Project Manager – New Product Development**

Lead 13 product development projects from ideation to launch, collaborating with the Business Development department during the Business Evaluation phase to ensure a seamless transition for all approved projects into the New Product Development process. Work with Product Management and Engineering teams to clearly define and communicate project scope to cross-functional teams, marketing, and sales managers.

**Hardware Resources Achievements, Continued:**

* Leveraged unique problem-solving skills to mitigate schedule and resource conflicts, ensuring projects are delivered on time and exceed expectations.
* Developed and present summaries of engineered products to local and global teams, as well as executive management and key stakeholders, delivering project status, identifying potential risks and time-sensitive issues, and recommending decisive actions.
* Oversaw all phases of the product development life cycle including initiation, planning, execution, monitoring, controlling, and closeout.
* Consistently monitored and assessed the health of 30 key projects for HR and sister companies, reporting findings to executive management while simultaneously enforcing all operational and budgetary protocols and contributing to the development of improved processes, documentation, accountability controls, project manager review, and margin improvement initiatives.
* Led the change management transition from Waterfall to a hybrid NPD life cycle process
* Managed 22 high-performing, international cross-functional team members, communicating individual roles, setting attainable goals, and identifying resource gaps to support successful resolutions.

**calton hill capital markets | houston, tx |AUg 2017 TO OCT 2018**

**Project Manager – Contract**

Defined and resolved issues for 8 projects, managed client expectations and continually communicated project status to garner high satisfaction ratings.

* Supervised all project resources participating in the implementation, including 10 professional services, 6 technical consultants, and 25 internal company resources.
* Managed SAS implementation for healthcare data project
* Cultivated comprehensive documentation, project plans, design documents, and test plans to support all projects.
* Facilitated weekly cross-functional project team meetings with local and international resources in Europe and Canada.

**lifeshare blood centers | shreveport, la |Jun 2016 to ApR 2017**

**Continuous Improvement Project Manager**

Met with department directors and executive leadership to discuss multiple Six Sigma pipeline ideas and suggestions, deliver project status updates, and vet 25 potential projects. Partnered with IT and Finance teams to create and introduce customized reports as needed. Scheduled, organized, and administered the daily activities of 22 IT project team members and consultants, ensuring their adherence to industry best practices. Implemented and supported Six Sigma culture across the organization, while also mentoring 4 Green Belts to certification completion.

* Executed 7 projects for the integrated enterprise software solution development team from creation through to close.
* Prepared and maintained the annual $4M operating budget, introducing corrective action plans to resolve financial deviations.
* Adopted lean production and process techniques, and analyzed road maps, KPI metrics, and site maturity for improvement.
* Organized the development, testing, and implementation of tailored systems solutions that enhanced efficiency 34%.
* Evaluated data and employed findings to identify operations performance trends and areas of risk and opportunity.
* Utilized lean manufacturing methodologies and analytics to drive organizational operations and accomplish business objectives.
* Acted as an agent of change while leading 9 business improvement projects, building 15 internal partnerships, fostering collaboration, and recommending innovative strategies that fit the culture and business model.
* Diagnosed individual and organizational performance improvement needs, matching intervention methodology with needs and determining the appropriate development measures.
* Facilitated the change management of transitioning from manual to automated processes
* Communicated with internal and external customers to resolve matters pertaining to existing contracts, bids, and proposal activities, resulting in a 90% client retention rate.

**covia health | houston, tx |NOV 2014 to June 2016**

**ERP Project Manager**

Designed, developed, planned, and deployed the ERP application and its subsequent “Go-Live” effort in conjunction with the CIO and software/applications consultants. Partnered with the IT Director to reconcile hardware and database issues in relation to the ERP integration, and worked with numerous consultants, project management team members, and department stakeholders to execute alpha and beta testing.

* Created baseline MRP process maps to identify BBP and data exchange points, and develop practical and appropriate project plans that included resource assessments and implementation timelines.
* Devised Revenue Cycle Management and Forecasting with the Controller, and assisted consultants with developing the power user and user training apparatus, while also developing the application training schedule for 40 end-users.

**Covia Health Achievements, Continued:**

* Efficiently integrated and implemented 5 Regional Service Hubs.
* Executed the analytic and measurement strategy for 10 projects, identifying key metrics and data sources, and compiling results in concise, easy to follow reports.
* Disseminated milestone achievements, critical factors, and obstacles to stakeholders, executives, and the hedge fund.
* Utilized various performance improvement methodologies, including root cause analysis, Toyota production system, A3 problem solving, value stream mapping, the theory of constraints, and SIPOC to drive projects to completion.

**calton hill capital markets | houston, tx | JUL 2010 to OcT 2014**

**Project Management Consultant**

Employed broad scope of industry knowledge to provide forward-thinking financial consultations, supporting the development of credit facilities and structured financial arrangements for associated target mergers and acquisitions using debt, equity, and mezzanine financing with core credit enhancements.

* Spearheaded turnaround efforts, comprehensive financing restructures, and targeted due-diligence.
* Introduced a variety of business applications and operations infrastructures, including ERP, MRP, CRM, and database management to streamline operations and boost workplace efficiency 30%.
* Served as an integral CHCM liaison and built community partnerships with multiple organizations, including the Greater Houston Partnership for Healthcare Business Development Committee, the International Business Issues Committee, and the Medical, Biotechnology, and Nanotechnology Cluster Council.
* Successfully delivered all project objectives within anticipated timelines and budget.

**additional experience:**

Accion – Texas & Louisiana, Shreveport, LA, Loan Officer: 2010 | Reach Local, Shreveport, LA, Campaign Analyst: 2009 – 2010 | Bank of New York Mellon, Houston, TX, Financial Analyst/Trust Associate: 2007 – 2008

**Additional Credentials**

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| **Technical Skills** | Microsoft Office (Word, Excel, PowerPoint, Outlook, Access, Publisher) / SAP Epicore / Infor / Great Plains / MRP / ERP / CRM/ SmartSheet/ Wrike/ JIRA/ ASANA/ ServiceNow |
| **Professional Development** | * Applied Statistics * Business Research * Domestic and International Finance * International Project Management * Management Science * Operations Management * Service Operations Management * Structured Finance * Supply Chain Management * Change Management |
| **Volunteerism** | Mentor high school students and volunteer to take meals to the elderly |
| **Interests** | Jazz, traveling, art history, and classic movie enthusiast |

**Detailed References Available on Request**