**James Foster**

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**CAREER SUMMARY:**

• Project/Program Management professional with 25 years’ experience leading and directing on-shore and off-shore teams working collaboratively with key stakeholders to plan and accomplish business / strategic and IT initiatives. Manages global, complex programs with

significant inter-dependencies. Proven ability to direct and oversee multiple programs and projects, meet organizational goals and requirements. Develop and implement project management policies and processes, direct cross functional teams, and work with key stakeholders

to ensure project goals are aligned in all areas to meet companywide objects.

• Specialist: PMO Project and Program management, Resource Management, cross functional team alignment, product launches, business and IT initiatives

• 25 Years of Digital Application Development [Custom / COTS] Experience including distributed applications with web frontend, data warehouses, ETL/batch processing, and reporting engines

• 10 Years of Global Infrastructure Project Management Experience: Networks, Data Centers, procurement of equipment

• Program Deliverables: Roadmap, current/future state modeling, project plans, RAG, dependency mgt., status reporting, RACI, artifact library mgt., budget reporting, lab testing of vendor deliverables

• Managed client expectations and communications effectively with senior and "C" level executives

• GRC Experience: process control development mapping and ttesting, mapping, new control identification and creation, issue management, operational risk management (infrastructure), financial modeling, CCAR stress testing

• Demonstrated strong performance in prior roles, with increasing levels of responsibilities and independence

• IT Operational Risk Management, Stage Gate Audits, Application Vulnerability Scanning / Pen Tests / Identity and Access Management Assessments / Analysis / Risk Ranking / Remediation Experience in a Financial regulated environment

• 25 Years of PM Methodology and Tools Training and Experience: SDLC, Agile, Waterfall, Six Sigma, MS Office Suite, PM Office, PPM, JIRA, Rally, Clarity, Confluence, SharePoint, MS Project Server

• PM Certification: PMP Certified

**Professional Experience:**

USAA Federal Bank EPMO 10/2020 - Present

Austin, TX

Business Program Manager Lead

• Program management of thirteen teams who are testing bank compliance, risk and AM business controls, manual and automated controls

• Completed control and experience reviews, refreshment of existing controls, creation of new controls as required

• Development of test plans, data elements, resource requirements tracking issue management, management of third party resources [PWC]

• Reviewed and tested over 480 controls and 1,452 experiences, resolved or logged issues, developed a new issues portal and self service dashboard

• Completed reporting to senior management

MUFG, Jersey City, NJ 3/2019 - 7/2020

EPMO Senior Project Manager, Infrastructure

• Management of a portfolio of global compliance infrastructure and RISK projects including upgrades of IBM AIX and Windows 10 operating systems; desktop and laptop VDIs. Managed BAs to identify project requirements

• Build out of local data center and local office components including network, storage, phone systems and AV component

• SDLC and Agile methodology used to manage the projects. Use of PPM, Clarity, ePLC, JIRA, Adobe, Confluence, MS Project Server and Sharepoint project management tools, portfolio budget of $16.5 mm, vendor management

**P**ershing / BNYM Jersey City, NJ 11/2017 - 12/2018

Senior Project Manager, Client on Boarding PMO

• Project management of seven client facing application development projects [23,000-man hours / $2.5 mm], full SDLC process management using on-shore / off shore teams. Complete lifecycle process management utilizing Pershing’s PMO delivery methodology.

Manage the BA staff to create project requirements and develop test plans. Utilized PPM for internal management status reporting. Direct client management delivery responsibilities spanning requirement definition, development, UAT, product delivery and status reporting.

JP Morgan Chase, Jersey City, NJ 8/2016 - 10/2017

Program Manager, Critical Architectural Framework

• Program management of an internal Global RISK dashboard comprised of seven criteria categories. Managed the program’s migration to a new BI data warehouse and creation of a ‘Self Service Portal’. Establish a new program governance structure.

• Liaison with senior management to create Program Roadmap, gather requirements, improve processes and policies [BPM] for regulatory reporting, and provide program updates.

• Chaired the program’s Steering Committee, presented monthly program status and managed the program’s LOB, SME and project’s development resources [budget of $5 mm]. Completed Program RISK Audit and remediation of issues identified. Utilized ‘Agile’

management methodology.

SAS, Financial Professional Services, NY, NY 11/2015 - 8/2016

Senior Project Manager

• Management of client software installation and configuration of SAS Products for Global Financial Firms: Model Risk Management [DFAST], CP&M [CCAR], Office Analytics, Enterprise Guide and GIRD.

• Full SDLC utilizing Agile methodology.

• DFAST Model building for balance sheet and income statement portfolio management to support a firm’s strategic goals and process improvement [BPM] for regulatory submission.

• Complete program governance: project plans, status reporting, dashboard creation, budget, issue, risk and change management. Management of client stakeholder communications.

American International Group, Enterprise Architects, NY, NY 5/2015 – 9/2015

PMO BPM Senior Project Manager

• Portfolio Project Management; Management of an enterprise wide BPM Operational Risk Management portfolio of projects.

• Creation of a single Enterprise wide process “Common Language”, Software product selection of an Enterprise Process Mapping Repository tool, Implementation of “Zavanta” (SOPs and Best practices) software package. Supported the creation of compliance management

and reporting capability [GRC, PRC, ORM, CCAR]. Working within the PMO organization provided complete project governance working in a client facing delivery environment spanning project plan development, resource, budget, risk, change, vender management and

process improvement.

• Prepared and delivered project status reports to senior customer stakeholders.

InterActive Data Corporation, Wealth Management, NY, NY 1/2015 - 4/2015

Senior Project Manager

• Custom foreign exchange trading application development [desktop solutions] for Investment Banks.

• Project management for full SDLC initiatives from requirement definition, build, test and production release and post production support.

• Complete project governance working in a client facing delivery environment spanning project plan development, resource, budget, risk, change, vender management and process improvement. Preparation and delivery of project status to senior customer stakeholders.

Credit Suisse, NY, NY 4/2014 – 12/2014

Senior Project Manager

• I was hired to re-scope and close two ‘Carryover’ programs in the IT operational ‘Security & Control’ area.

• My responsibilities included management of the re-scoping of the two program portfolios, program reporting to the Steering Committee and PMO (OnePPM, both project and program level), global infrastructure environment build deployments, application testing and

deployment, archiving of project artifacts and the handover to global operations of the two platforms.

• Agile / JIRA project management methodology was followed while working in a distributed global organization.

Platt’s - Division of McGraw Hill Financial, NY, NY 10/2012 – 11/2013

PMO Senior Project Manager

• Managed a portfolio of projects that created and released a new distributed global desktop web-based Commodity Price Reporting (PRP-Price Reporting Platform) and Research Publishing (RTNP-Real Time News Publishing) platforms, the build out of three global data

centers to support the new platform.

• The publications are used by internal research analysts and sold to external clients.

• The program created and migrated a feature rich desktop global enterprise application with a web front end, database and data warehouse, ETL batch/processing, replication and reporting engine integrated into Platt’s legacy platforms with the supporting multiple data center

infrastructure.

• Agile development methodology was utilized to lead three development teams (on/off shore) from story creation, grooming, pointing, and establishment of team velocity, defect resolution, story acceptance and management reporting.

• Working within a PMO organization I provided complete project portfolio governance including project schedules, management reporting, resource and vender management, cost accounting (actual vs. budget), issue and risk management reporting, developed and completed

presentations to senior executive management and program communications. ’13 project budget of $11.2 millions, project team size is 43 members (on / off shore) including 7 leads [BA, Arch, Dev, QA, Infra] and a Scrum Master.

JP Morgan Chase, Christiana, DE 10/2011 – 9/2012

PMO Senior Project Manager

• Managed an Agile application development group that was responsible for the set-up and deployment of a new mortgage loan application and processing platform.

• This initiative was comprised of three work streams: Platform configuration and deployment (17 applications); Software development of 347 functional requirements; IT Risk and Compliance (SOX, Security)/ Application Vulnerability Scanning, Pen Testing, identity and

access management assessment and remediation planning for the 17 new applications on boarded.

• A blended methodology including SDLC, Waterfall, Agile and SharePoint was utilized to management the workload. Major responsibilities spanned project plan development and maintenance, meeting facilitation, testing, Risk Reporting, Issue and Action Item management,

cost accounting / budgets, status reporting and presentation to senior management and the management of 5 Development Managers, 2 Project Managers and 53 Development (including offshore) resources in a matrix environment.

Comcast Converged Products, Radnor, PA 10/2010 – 12/2010

Program Manager

• Provided program portfolio governance [Agile], leader ship, direction and procedures including schedule, budget, status reporting, change, issue, risk, Site Commissioning and Disaster Recovery Testing, vendor management for the completion of a pair of new data centers

(IPT).

• Resource allocation of project managers, Schedule’s and task prioritization thru the analysis of metrics and dashboards accurately reflect project status and provide ad-hoc reporting as needed to senior management and stakeholders.

• Utilize agile project management methodology and SharePoint collaborative tool to manage the SDLC processes.

Merrill Lynch / Bank of America, Hopewell, NJ 9/2009 – 8/2010

PMO Senior Project Manager

• Hired to manage a portfolio of projects which created and implemented Merrill Lynch’s ‘High Availability’ strategy for the Client and Account Data organization (infrastructure platform that combined and housed the worldwide applications and databases of Bank of America

and Merrill Lynch investment organization client data and Global Client Interface).

• The responsibilities of this role included definition of the project intake process, project prioritization, schedule and financial governance (budgets over $10 million), establishment of project priorities, acquire resources, risk reporting, change, issue, test, release and vendor

management in a highly complicated, fast paced business environment (combination of transition and BAU activities).

• IT Risk Management (SOX, Security), application vulnerability scanning, Pen Testing, access and identity management audit and r**e**mediation.

• I utilized strong organizational skills, project governance, coordinated and managed multiple groups of offshore resources (development and release activities), cost accounting – budgets, completed portfolio dashboard status reports and weekly senior management

presentations (managing director level) and relationship management with client service organizations to complete this program.

• Risk reporting, benefit analysis and ranking were also completed for the portfolio of projects.

• I managed a large group of project managers and vendors (two vendors) in a matrix delivery model, used MS project, created share-point sites for project reporting and test result tracking.

SES Americom, Princeton, NJ 1/2006 – 12/2008

Product Development Program Manager

• Hired to manage a product development program office (23 projects) that created Internet Protocol Television (IPTV) for the telephone industry’s third tier of operators.

• The program was managed utilizing RUP / six sigma DAMIC standards and procedures. Three identical versions of the basic product were designed and built by three teams of global vendors (total number of vendors was sixteen).

• I conducted daily meetings with offshore Program Managers to ensure schedule adherence and problem resolution during the product development phase.

• My responsibilities included the management of project schedules, detailed work plans, resource allocation, beta sites launch, budget management ($70 million), dashboard status reports, customer liaison and vendor management.

I served as the escalation point for resolving cross-functional project issues.

• Utilized business process management (BPM) for the creation of a new field service organization (within SES) comprised of fifty-one positions. Project Management and software development lifecycle methods and techniques (project change control, issues resolution,

requirements management, analysis and design, programming/construction, testing and the migration of applications into a production environment).

• In additional to product development management the scope of this role included the creation of multiple laboratories (engineering, customer prototype, production), network creation, earth station infrastructure builds out of programming ingestion and satellite uplink

capability.

• The Program staff was composed of nine Project Managers, eleven Project Leaders and vendor staff. This product has been sold to over seventy customers.

J E Foster Consulting LLP

Independent Consultant – Client’s included: 2001 - 2005

GSI Commerce, King of Prussia, PA 5/2005 - 10/2005

PMO Senior Project Manager

Digital Video Arts, Fort Washington, PA 5/2005 - 10/2005

Manager, Deployment

Hays Consulting Group, LLC, Philadelphia, PA 9/2004 - 4/2005

Program Manager

Southwest Airlines, Wilmington, DE 10/2003 - 8/200

Senior Project Manager

4/2003 – 9/2003

J&J - Mc Neil Pharmaceutical’s, Fort Washington, PA

Senior Project Manager

2/2002 – 3/2003

GE Capital, Stamford, CT

IT PMO Program Manager

3/1999 – 12/2001

ANSWERTHINK CONSULTING SOLUTIONS, Miami, FL

Manager, Oracle Solutions Practice 1/1998 – 2/1999

GLAXOSMITHKLINE, Philadelphia, PA

Project Manager, US Pharmaceutical Division 1/1996 – 10/1997

PRICEWATERHOUSECOOPERS, Philadelphia, PA

Senior Consultant, Management Consulting Services  **3/1986 – 7/1995**

**EDUCATION**

University of Pennsylvania, Dynamics of Organizations Graduate Program, (9 credits completed towards MS Degree)

Widener University, BS Management

**CERTIFICATION**

PMP Certified

**PROFESSIONAL AFFILIATIONS**

Leadership Inc.

PMI

**CIVIC AFFILIATIONS**

Old Eagle School Historical Association - Board of Directors

World Affairs Council of Philadelphia