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## INFORMATION TECHNOLOGY PROGRAM MANAGER

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### Leadership Profile

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Information Technology Professional with more than 10 years of Program/Project management experience in executing and delivering all phases of a project from pre-sales through deployment. A proven track record in successfully managing projects, leading people, building client / vendor relationships, and overseeing technology programs with positions/roles including: Program Manager, Project Manager, Sales Pursuit Leader, Resource Manager, Business/Requirements Analyst, Configuration Management Leader, and Financial Analyst.

Project Management Professional (PMP) certified with extensive training utilizing the Capability Maturity Model (CMM) focusing on Software Development Life Cycle (SDLC) and Design Measure Analyze Improve Control (DMAIC) methodologies.

Managed multiple projects leading the implementation of COTS (commercial off the shelf) products, which includes integration and major customization, from both an application development and an operational sustain perspective.

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### Areas of Expertise

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| <ul style="list-style-type: none"><li>▪ Program / Project Management</li><li>▪ Proposal Development</li><li>▪ Scope and Time Management</li><li>▪ Monitoring and Quality Control</li><li>▪ Client and Vendor Relationship</li><li>▪ Communication / Executive Status Reporting</li></ul> | <ul style="list-style-type: none"><li>▪ Risk / Problem Management</li><li>▪ Financial Management</li><li>▪ Software Development &amp; Integration</li><li>▪ Requirement Determination</li><li>▪ Problem Solving</li><li>▪ Process Compliance / Adherence</li></ul> |
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### Highlights of Achievement

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- Managed multi-million dollar budget / P&L for both new application development and sustain operations
  - Led 5 global Project Managers, with off-shore development teams, for a portfolio of projects that exceeded \$3M
  - Successfully executed a highly visible GM CIO Top 20 Plan/Define project on schedule and exceeded budget performance expectations, while maintaining project scope
  - Managed the GM DAT (Daewoo Automotive Technologies) Multi-Port Project beginning with coordination of engineering efforts through operational deployment, yielding \$4.0M annually in cost savings
  - Functioned as a Sales Pursuit Leader for multiple global projects with a potential total contract value exceeding \$30M
  - Defined business requirements and lead business proposals from RFI through RFQ, including a \$4.5M GM Intercontinental Vehicle Visibility (IVV) Project
  - Developed and institutionalized project initiation processes and procedures that supported the deployment of an organizational Program Management Office
  - Developed and maintained corporate strategic scorecards, organizational scorecards, and program/project dashboards for presentation to internal and external Executive Management
  - Successfully completed 9 week Microsoft Visual Basic Programming training course
  - Key participant in Capability Maturity Model (CMM) Assessments, including an accelerated CMM Level 4 project
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## Career Progression

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### Electronic Data Systems

**September 2006 – October 2008**

#### Global Logistics Program Manager

**November 2007 – October 2008**

- Overall program management for new application development delivery for global logistics projects
- Responsible for staffing (internal & external) for all projects
- Mentor and lead project managers to establish schedules, track budgets, and resolve issues
- Primary contact point for the GM counterpart delivery manager
- Develop and present program / project performance status to GM and EDS senior leadership
- Develop and lead all new business opportunities
- Cultivate client and vendor relationships

#### Project Manager

**September 2006 – December 2007**

- Effectively managed a GM CIO Top 20 Plan/Define project for the Vector Critical Applications In-sourcing project Responsibilities and highlights include:
  - Directed team consisting of 21 members, including 3 project managers, responsible for developing business / system requirements, architecture design, and a testing strategy for 9 applications being in-sourced into the GM hosting environment
  - Provided oversight across multiple internal and external functional teams and monitored their deliverables in order to meet critical project milestones
  - Technical scope included 5 software (Coldfusion (2), OTM, Cognos, Teradata DW) and 2 infrastructure (Solaris 8>10 and Oracle 9>10g) upgrades
  - Over 30 GM legacy application feeds to be redirected and over 60 servers to be migrated or consolidated
  - Project was delivered on-time and within budget
- Created project plans and schedules to be utilized by the vertical leads to track and execute project deliverables
- Worked with business leads to develop project scope, communication plans, resource planning and associated project management documentation
- Managed and implemented global projects from pre-sales through warranty
- Directed offshore supplier teams through rigorous supplier management activities
- Participated in GM project phase tollgates, peer reviews, and senior management reviews

### Vector SCM, Novi MI

**April 2005 – September 2006**

#### Project Manager

- Responsible for executing concurrent, cross-functional Transportation & Logistics projects from initiation to deployment, including managing changes to scope, schedule, and budget
- Created and maintain Intercontinental Operations program level IT development and support budgets of \$2M
- Active participation on multi-customer, Executive Leadership facilitated Program Advisory Board for prioritization of program resources and budgets
- Trained in Business Process Management System (BPMS) processes and performed process flow-charting, scorecard metrics monitoring, and business process audits
- Performed subcontract management; both internal and external organizations, of multiple vendors, suppliers, and functional areas resulting in the successful deployment of the China Consolidation Center, yielding \$1.1M annually in cost savings

### Electronic Data Systems

**May 1997 – April 2005**

#### Delivery Manager

**June 2004 – April 2005**

- Functioned as primary interface between project teams and the customer
- Met with EDS and customer management to ensure project support
- Obtained budget and funding approval for all stages of projects
- Identified and integrated the best available EDS resources for the benefit of the client and EDS
- Communicated project status to the customer and EDS management
- Negotiated changes in project scope and project deliverables
- Planned, directed, and controlled allocation of all project resources
- Managed/prioritized/escalated project issues and risks (responsible for handling all risks accepted by the project team for the project)

#### Team Manager

**June 2004 – April 2005**

- Conducted quarterly performance review meetings with direct reports to discuss objectives, performance feedback, training plan, & career development
- Conducted annual compensation discussion with each direct report
- Completed the Performance Management Process per corporate guidelines & schedule
- Administered recognition as appropriate
- Worked with Resource Managers to ensure people placement process was followed
- Ensured diversity was considered in hiring, promotions, succession planning & retention; and encouraged activities that promoted diversity awareness

**Project Team Leader****May 2001-May 2004**

- Led production support project for Outbound Logistics utilizing the CMM SSP Process Set
- Interacted with the GM client on a daily basis
- Mentored others in utilizing process set for enhancements and maintenance of VTIMS application
- Completed monthly metrics and analysis for the parent project
- Interacted with customers to determine business requirements, system problem resolutions, escalation issues, and user acceptance testing
- Acted as Supplier Manager to determine project status, production support issues, and coordination of work activities
- Key participant in CMM Assessments, including an accelerated CMM Level 4 project
- Developed proposals, effort, and cost estimates for VTIMS enhancements
- Provided 24x7 Primary On-call Support for VTIMS
- Provided day-to-day subject matter expertise on the VTIMS system

**Information Analyst****September 1999-April 2001**

- Primary contact and customer liaison for GM Carrier communications
- Provided day-to-day production on-call support for the Outbound Logistics Systems
- Interacted with GM client and end-users to determine business requirements for minor maintenance and production support workload
- Utilized CMM Level 2 processes to execute customer change requests
- Successfully completed phase three of the EDS Information Associate Technical Development Program via a nine week intensive course on structured computer programming and the different phases of the System Life Cycle (Microsoft Visual Basic)

**Information Associate****November 1998-August 1999**

- Security administrator for the VSSM Global Outbound Logistics Team
- Led GM/EDS security audits for the Global Outbound Logistics Team
- Created/maintained security, policies, and procedures for local EDS and GM teams
- Ensured adherence to GM/EDS Corporate security practices and procedures
- Contributed to completion of CMM Level 1 and 2 Projects using GAD&D process set Release 1.0
- Participated in the migration of GM Automobile Carriers from LU 6.1 communication to LU6.2 Application Program to Program Communication (APPPC)

**Financial Analyst****May 1997 - November 1998**

- Created internal and external divisional financial reporting for the GM Service Parts Operations accounts which included: Account Executive, Application Delivery, Service Delivery, Customer Solutions (Centrobe), Mexico and Non-GM vendors
- Performed Quarterly Business Reviews
- Created yearly/monthly budgets
- Prepared quarter close estimates
- Updated billing forecasts and risk analysis

**Financial Analyst – Intern****May 1996 - September 1996**

- Conducted extensive research pertaining to financial statements
- Coordinated Asset Inventory for Automotive Retail Group (ARG)
- Diversified experience in various departments including: Purchasing, Billing, and Order Processing

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**Education and Professional Development**

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**Michigan State University: August 1993-May 1997***Bachelor's Degree in Marketing - Emphasis in Finance, Eli Broad College of Business***Project Management Professional (PMP)***Certified October 2005***Additional Skills / Training:***Extensive training in System Development Life Cycle (SDLC), Capability Maturity Model Assessments (CMMi)  
Software Knowledge: MS Office Suite, MS Project, MS Visio, Primavera, ProVision, TSO/SPF, IMS, APPC, JCL,  
PVCS Dimensions, Visual Basic*

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