

PROFESSIONAL SUMMARY

Certified Project Manager Professional (PMP®) with applications and infrastructure project experience in corporate, nonprofit, and higher education environments. Recognized for partnering with business clients and IT to successfully deliver solutions that increased business work efficiency, improved IT organization credibility, and increased customer satisfaction.

- Managed infrastructure, VoIP, and global applications projects of various levels of complexity from requirements through stabilization using Software Development Life Cycle (SDLC).
- Led projects through ongoing changes to business requirements and project resources due to company restructuring.
- Managed large global cross functional project teams, including IT and business unit from requirements through stabilization.
- Performed key liaison role between business organizations and IT.
- Managed Vendor relationships.
- Key Project Manager for University of Rochester Data Center Migration Project.
- Created Project Management Process and coached other project managers.
- Communication with technical and non-technical audiences.

Proficient in:

MS Project	Change Management	Risk and Issue Management	Communication Management
Microsoft Office Suite	Process Improvement	Problem Solving and Analysis	Requirements Elicitation

PROFESSIONAL EXPERIENCE

CENTER INFORMATION SERVICES, INC., ROCHESTER, NEW YORK 2010 to 2011

IT Project Manager

- Established and followed a project management process which increased customer satisfaction from 70% in 2010 to 84% in late 2011. Provide coaching to other project managers.
- Managed project to move the Arc of Monroe to Brighton Henrietta Town Line Road. This included network implementation for voice and data, VoIP phone moves and installations, and installation of wireless network and vendor management. The move was completed on time with little disruption to day to day operations.
- Led Disaster Recovery project enabling agencies to run in a virtual environment resulting in faster recovery from disaster and reduction of energy footprint by retiring physical servers.
- Managed implementation of 3rd party time reporting and tracking application resulting in productivity gains through elimination of spreadsheet management.

UNIVERSITY OF ROCHESTER, ROCHESTER, NEW YORK 2008 to 2009

IT Project Manager (Temporary)

- Key Project Manager for data center relocation and migration effort. Management of cross functional teams consisting of applications, database, network, and system administrators for servers and storage during data center build-out. Managed risks and issues, tracked project's progress resulting in smooth transition to new data center.
- Created methodology and tools for tracking project deliverable status. Mentored project managers on methodology and facilitated team meetings resulting in accurate information being provided to management for project decisions
- Launched hardware refresh project consisting of migrating databases for critical applications from Sun Fire 15K platform to new virtualized environment to save over \$100,000 annually in maintenance costs.

SUN MICROSYSTEMS, ROCHESTER, NEW YORK 2007 to 2008

IT Program and Project Manager (Contract)

- Managed preparation activities for annual disaster recovery test involving two Frontier technical teams and four Sun teams resulting in the first successful disaster recovery test.
- Managed data center moves, server upgrades as well as customer led application upgrade projects. Led cross functional Sun and client teams for requirements definition, created project schedules, monitored progress for completing work by commitment date, negotiating new dates when appropriate

- Facilitated meetings between Frontier and Sun for requirements definition and status updates.
- Created timelines and tracked actual hours spent on projects against estimated hours.

EASTMAN KODAK COMPANY, ROCHESTER, NEW YORK

2002 to 2006

IT Project Manager / Senior Business Systems Analyst

- Managed complex variable sales compensation application project using phases and gates methodology to accommodate restructuring of sales force. Project impacted 250+ sales employees and resulted in annual savings of \$78,000 by successfully delivering global application. Project team consisted of multiple IT disciplines, HR, Legal, and Business Unit from three global regions and vendor.
- Led cross-functional global business team through critical SAP application upgrade, addressed related end-user training activities and end user issues. Assumed role of Business Unit Site Team Lead midway through project due to personnel changes and successfully implemented upgrade on time avoiding SEC fines.
- Coordinated corporate initiative projects that deployed 185 workstations across five areas of the Business through interaction with Business Unit and other IT groups. Received positive feedback from end users and awarded by the Business Unit supervision.

EASTMAN KODAK COMPANY, ROCHESTER, NEW YORK

prior to 2002

Related Work Experience

- Managed multiple projects as part of corporate initiative to deploy computers and network printers to Kodak organizations throughout Rochester.
- Responsible for IBM/Tivoli electronic software distribution and monitoring of MQSeries in the mission critical data center.
- Facilitated user forums to identify manufacturing process control application improvements based on business needs.
- Led manufacturing process control support team for Film and Paper organizations. Coordinated global software upgrades with IT organizations and Manufacturing resulting in smooth transition to new software releases.
- Represented IT on manufacturing business planning teams for organizing and scheduling IT support activities.

EDUCATION

SYRACUSE UNIVERSITY, Syracuse, New York
Bachelor of Arts in Mathematics

JOURNEY CONSULTING, Rochester, New York
PMP® Certification

PROFESSIONAL AND CIVIC CONTRIBUTIONS

INTERNATIONAL INSTITUTE OF BUSINESS ANALYSIS (IIBA), Rochester Chapter, **VP Membership** 2011 to Present

- Update / manage membership database and send communications to members regarding status.
- Facilitate CBAP® study group sessions.

PROJECT MANAGEMENT INSTITUTE (PMI), Rochester Chapter **Member** 2009 to Present

ROCHESTER, NY EMPLOYMENT NETWORK, **Chairperson** 2007 to Present

- Chair the committee that organizes bi-monthly self-improvement presentations for job seekers; solicit and engage speakers monitor progress, coordinate and facilitate the events.
- Created focused network group for those interested in working in the nonprofit organizations.

ROCHESTER WOMEN'S NETWORK (RWN), **IT Committee** 2007 to Present

- Manage the LinkedIn group for RWN by monitoring membership and liaising with membership committee for membership questions or issues.
- Interface with marketing committee for website modifications.