

ABOUT ME

I am a certified Project Management Professional (PMP®) with extensive experience in information technology project management (Agile and Waterfall). With certifications in Lean Six Sigma, Business Process Management, and Business Analysis, I am able to quickly gather and organize teams and data to affect positive change within an organization.

WORK EXPERIENCE

verizon[✓] (2001 – 2015)

Senior Consultant, Customer Experience (Ordering and Repair Applications)

Irving, Texas | January 2014 – December 2015

Supported Ordering and Repair Applications in Verizon Consumer and Mass Business call centers, including:

- Monitoring Call Center Key Performance Indicators (KPI's) and working with development and center support teams to optimize the ordering and repair applications to affect positive metrics changes
- Supporting production implementations for new application functionality, including:
 - [Mobile Coach](#) (CIO 100 Award Winner)
 - [Rep Guidance](#) (CIO 100 Award Winner)

Project Manager (Dispatch and Repair)

Irving, Texas | August 2013 – December 2013

- Managed Dispatch and Repair IT projects from requirements gathering through implementation including:
 - Authoring Business Requirements Documents (BRDs) and obtaining business signoff
 - Establishing project timelines
 - Managing critical path deliverables and ensuring timely communication with stakeholders
 - Facilitating regular project meetings and resolving any issues as necessary
 - Coordinating with other project teams to ensure proper integration with other project deliverables.

Lean Six Sigma Black Belt

Irving, Texas | April 2012 – August 2013

- Identified and managed process improvement projects within Verizon's Consumer and Mass Business portfolio using Lean Six Sigma methodologies (DMAIC), including:
 - Creating project charters and obtaining Executive Champion approval
 - Bringing together cross functional project teams to address real-world company problems
 - Measuring/Analyzing process data to statistically prove the root causes of the problems presented
 - Improving the process and validating that project goals have been reached.
 - Creating a control plan to enable the process owner to monitor the process and sustain the change once the project is completed and closed.
- Trained employees in the execution of Lean Six Sigma methodologies and tools.
- Tracked Black Belt projects within the Core Repair and Dispatch value stream to ensure projects are within scope and delivered on schedule.



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Senior Consultant, Business Operations

Irving, Texas | November 2007 – April 2012

Managed contract labor procurement and maintenance process for Verizon's Consumer & Mass Business Sales and Marketing Systems portfolio. Primary functions included:

- Creating and managing a comprehensive contract resource plan for the portfolio including financial forecasting and reconciliation
- Creating Statements of Work (SOWs) to meet IT development needs
- Managing the SOW procurement process from initiation to project closure
- Troubleshooting contract resource issues
- Managing all portfolio staff augmentation requests including the conversion of existing SOW resources to time and material contractors.

Staff Consultant, Business Operations

Irving, Texas | November 2001 – November 2007

Assisted in the day-to-day management of business operations for the Verizon Broadband and Video organization. Primary functions included:

- Creating and managing a comprehensive contract resource plan for the executive director organization
- Creating Statements of Work to meet IT development needs
- Managing the SOW procurement process from initiation to project closure.
- Troubleshooting contract resource issues
- Managing all portfolio staff augmentation requests
- Managing all Global Sourcing Project Clearance process needs for the Broadband systems organization which included working with the Global Sourcing Project Management Office to achieve Verizon's first functionally consolidated project clearance covering 28 Broadband applications.
- Providing budget support and project tracking for the Broadband and Video organization.
- Assisting development teams in the creation of system and workflow diagrams



National Document Control Auditor

Irving, Texas | December 1999 – November 2001

- Developed and implemented documentation audit and review process for a 1,500 site terrestrial repeater project with offices in New York, Washington DC, Atlanta, Chicago, Dallas and Los Angeles. Primary functions included:
 - Auditing all billable project documentation nationally, diagnosing and repairing process bottlenecks in documentation flow, increasing profitability by 10%
 - Fostering interdepartmental communication in the office hubs and ensuring adherence to baseline project schedules for all network deployment disciplines including: RF engineering, Regulatory Compliance, Zoning, Site Acquisition, and Construction.
 - Administering a 30-user Windows NT 4.0 network including nightly back-ups, ID management and FTP site maintenance.
 - Preparing CEO level weekly project status reports for use in weekly XM Radio conference calls.
 - Twice received the LCC Shining Star Award given by the CEO for outstanding performance.
 - 1st – Process streamlining to crash the project schedule
 - 2nd – Increase of revenue capture by auditing submission of billable documentation.

Raytheon

Data Coordinator, National Switching Systems

Richardson, Texas | December 1996 – December 1999

- Prepared operation and maintenance manuals for the National Switching Systems division.
- Edited raw text from the Integrated Logistics Support technical writing group.
- Created document templates and professional publishing layouts using FrameMaker and Interleaf 7.0 in accordance with corporate style guides and military standards to ensure proper image integration and brand recognition.
- Ensured final delivery of quality products to the Sacramento Air Logistics Center.

EDUCATION

University of San Francisco | 2011

Master Certificate in Business Process Management

- Business Process Management Design and Implementation
- Advanced BPM Methodology Certification
- Applied Business Process Management Certification

Villanova University | 2010

Lean Six Sigma Master Black Belt Certificate

- Lean Six Sigma Master Black Belt
- Lean Six Sigma Black Belt
- Lean Six Sigma Green Belt – Information Technology

Villanova University | 2010

Business Analysis Master Certificate

- Mastering Business Analysis
- Essentials of Business Analysis

Southern Methodist University/Boston University | 2004

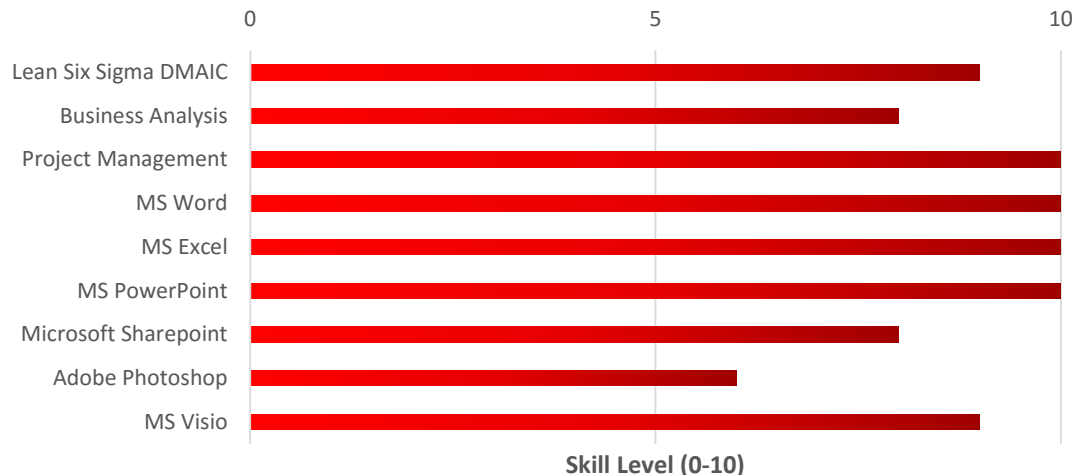
Project Management Master Certificate

CERTIFICATIONS

Project Management Institute | 2004

Project Management Professional

SKILLS AND SOFTWARE



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