
Program Manager

Seasoned professional with 15+ years' experience in project, program, and relationship management roles across various information technology (IT), financial service, and insurance-focused organizations. Demonstrate top-tier leadership approaches supplemented by exceptional analytical and decision-making skills. Support day-to-day System Integrator Partnership operations by continuously evaluating practices and procedures and restructuring as needed to ensure high efficiency levels while also maintaining a dependable work ethic and dedication to overcoming challenges and achieving goals.

Areas of Expertise:

- Project / Program Management
- Systems Development Life Cycle
- Risk Assessment
- Data & Systems Analysis
- Resource Allocation
- Process Improvements
- System Integrators
- Executive Reporting
- Team Building & Leadership

Career Experience

Insurity, Hartford, CT (Remote)

PROGRAM MANAGER (August 2017 to Present)

Maintain a comprehensive role covering customer success, advisory services, and program management with focuses on Mergers & Acquisitions as well as the organization's System Integrator Partnerships initiative. Facilitate daily operations for System Integrator projects while also establishing and cultivating partner relationships. Administer onshore and offshore teams consisting of employees and contractors, with additional accountability for tracking deliverables and the completion of team assignments in a timely and cost-effective manner. Systematize operational processes to increase overall efficiency levels and ensure the proper rollout across all departments and organizational levels.

- Played an integral role in successfully rolling out and ramping up the organization's System Integrator partnership program consisting of multiple SIs offered to contract with customers based on product and skillset.
- Managed the full implementation and support of five enterprise projects consisting of 12 commercial lines of business into production utilizing a combination of onshore/offshore resources of various disciplines.
- Led the operations of multicultural geographically dispersed teams ranging from 6.25 to 16.75 FTEs consisting of analysts, developers, QA, and other specialized disciplines.
- Streamlined administrative efforts by designing and executing in-depth automated issue tracking and reporting workbooks, subsequently eliminating the need for manual report creation.
- Developed and maintain the organization's resourcing model used to determine correct team size and resource types needed for Production Support assigned resource teams (ART).

GTE Financial, Tampa, FL

SENIOR PROJECT MANAGER (April 2016 to August 2017)

Coordinated large-scale enterprise level projects through all lifecycle phases while also ensuring leadership encompassing the proper development of project management staff, vendor resources, and GTE project team resources. Provided additional operational support by independently serving as the senior PMO representative with minimal supervision. Offered up-to-date program and project reporting via regular interactions with the executive management team (as well as other relevant senior managers). Interfaced and cooperated with various GTE service providers such as application development, payment systems, member support, and all other GTE business units.

- Boosted overall productivity by instituting a standardized project management methodology, as supplemented by processes and tools enabling maximized efficiencies, KPI reporting, and increased speed-to-market.
- Eliminated unnecessary project scope, reduced project timelines, and renegotiated vendor estimates for custom features by directly assuming the management and implementation of a preexisting mobile application project.

Continued...

- Drove the capitalization of projects expenses—and spread the resultant costs over multiple years—via the development of a time tracking system (and related processes) for all internal project resources.

Epic Premier Insurance Solutions, Lakeland, FL

PROJECT MANAGER (December 2013 to April 2016)

Accommodated insurance industry clients by moderating internal/external costs, schedules, designs, performance, resources, and implementation for policy administration systems and automated business solutions. Maintained the coordination and execution of business solution projects while also ensuring compliance with established client parameters. Tasked with additional management for internal and client project teams, budgets, and C-level communications. Traveled to client sites to attend executive status meetings, oversaw strategic implementations, and served as a representative from Business Solutions for potential deals yet to close.

- Completed the timely and on-budget migration of MGA clients' property and casualty insurance commercial lines to the ConceptOne enterprise policy administration system.
- Oversaw the successful introduction and implementation of Agile project management methodologies, as well as hybrid Agile/Waterfall methodologies for multiple enterprise level client projects.
- Managed various medium- to large-scale projects with accumulative budgets ranging between \$500K and \$750K, as well as standard timeframes ranging between 10 to 18 months.
- Instituted process improvements to clients via staff augmentation and customized methodologies designed to adjust project implementation in adherence to individual client site requirements.
- Assumed a quality assurance (QA) management role covering implementation and training for clients end users.

Fidelity Investments, Smithfield, RI

PROJECT MANAGER (October 2012 to December 2013)

Organized strategic technology development projects and programs within the data warehousing space and across a global workforce including the U.S., India, China, and Ireland. Guided companywide transitions from Waterfall to Agile methodologies (including the successful recruitment of an Agile coach). Managed project operations related to record retention, as well as data feeds needed for upstream and downstream systems. Ensured successful project deliverables spanning multiple systems teams throughout various Fidelity-associated organizations. Offered additional support via dedicated project planning, resource allocation, management status reporting, and scope determination.

- Managed a portfolio of 10 to 12 concurrent projects with budgets ranging between \$500K and \$1.5M, as well as standard timeframes ranging between 4 to 16 months.
- Supervised multiple cross-company/functional teams operating from onshore and offshore locations through project lifecycles including requirements definition, product installation, and post-implementation support.
- Ensured adherence to Agile and SDLC development processes, as well as compliance to relevant IT standards.
- Selected twice to attend an exclusive Chairman's Lunch event with then-current CEO Edward Johnson III.

ADDITIONAL EXPERIENCE

PROJECT MANAGER (2011 to 2012) ■ Agencyport Software, Boston, MA

PROJECT MANAGER / SENIOR CORPORATE UNDERWRITER III (2007 to 2011) ■ Homesite Insurance, Boston, MA

PROJECT COORDINATOR (2005 to 2007) ■ American Power Conversion, West Kingston, RI

UNDERWRITER (2002 to 2005) ■ MetLife Auto & Home, Warwick, RI

Education & Credentials

Johnson & Wales University, Providence, RI

BACHELOR OF SCIENCE IN FINANCIAL SERVICES MANAGEMENT

ASSOCIATE OF SCIENCE IN BUSINESS ADMINISTRATION

Technical Proficiencies: Microsoft Office (Excel/Outlook/PowerPoint/Access/Project/Visio), Microsoft TFS, HP Project and Portfolio Management, Jira, Oracle, SQL, Sybase, Siebel, Lotus Notes