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EXECUTIVE SUMMARY

A detail-oriented and performance-driven **Technical Program / Project Manager** and a key member of the leadership team, with extensive experience managing cross-functional teams and leading complex projects and programs. **Experienced in managing high-profile projects for industry leaders, including Twitter and the University of Notre Dame.**

- **Communication / Relationship Building:** Excellent communication, influencing and presentation skills. Able to build robust and mutually beneficial relationships at all levels. Experienced aligning cross-functional, diverse teams and communicating complex concepts in audience-appropriate and actionable terminology.
- **Thought leader, with 10+ years' experience including**: Enterprise technical project and program management, process improvement, SDLC, and building and leading cross-functional technical and non-technical project teams.
- **Project Management**: Extensive experience managing full-lifecycle projects, including developing project roadmaps, project scoping, gathering requirements, defining success criteria, collaborating with key stakeholders, as well as managing project teams, schedules, deadlines, quality, milestones, and budgets.
- **Risk Management:** Able to proactively identify and mitigate gaps and other project risks, and operate as a facilitator of risks, issues and change control/management processes.
- **Continuous Improvement:** Experienced in root-cause analysis, data-driven solutions, and process re-engineering.
- **Trusted Business Partner:** Successfully interacting with key stakeholders, including executive leadership, providing strategic advisement on project performance, risks, opportunities, and process improvements.
- **Additional Credentials:** Project Management Professional, PMP, Certified Records Analyst, CRA, Master of Science, Library and Information Science.

CORE COMPETENCIES

● Project / Program Management	● Complex / High-Profile Projects	● Program / Project Performance
● Leadership / Management	● Cross-Functional Alignment	● Collaboration Frameworks
● User Experiences / Success	● Scalable Processes	● Complex Solutions
● Project Scope / Road Maps	● Risk ID / Risk Mitigation	● Opportunity Identification
● Project Planning / Delivery	● Resource Allocation	● Stakeholder Relations
● Product Roadmaps	● KPIs / Analytics / Milestones	● Communications /Presentations

PROFESSIONAL EXPERIENCE

TWITTER, INC. - Remote, US   2021 - 2023
Program Manager - Records Management Operations

Onboarded to provide leadership and governance to the records management operations program. Enhanced the records compliance and data governance programs by applying domain-specific expertise and driving the work to design, develop, and operationalize key compliance initiatives.

- Led multiple, complex projects while managing cross-functional project teams and resources to achieve multiple program and project milestones within the established budget and timeframes.
- Served as a bridge between technical and non-technical cross-functional teams, ensuring alignment, effective communication, and successful project delivery.
- Partnered to continuously improve user experiences and value. Provided reporting at the executive level regarding project status and performance, variances, risks, issues, mitigation plans, and provided product, and opportunity advisement.
- Architected and oversaw engineering, design, and product and collaboration processes and frameworks.

- Identified and implemented operational and technical improvements to embed records management controls in the way teams work at Twitter, globally.
- Developed documentation (playbooks/runbooks) for records management processes, which drove self-service and reduced the number of support issues over a 4-month time period.
- Stepped outside of defined role to develop reporting dashboards in Jira, providing additional project support.
- Delivered highly engaging, synchronous, and asynchronous records management policy and operations training across the company.
- Developed, and fostered the adoption of project management, training, and documentation templates. Collaborated with leadership and individual contributors to build out operating models/frameworks, tools, and governance workflows.
- Brought cross-functional teams together to discover business and compliance requirements and to implement taking records management processes from manual efforts to programmatic compliance tooling.

UNIVERSITY OF NOTRE DAME - Notre Dame, IN   2018 - 2021
Enterprise Content Management Manager / Technical Program Manager

Led and managed a team of 5 high performing software/application developers. Implemented and grew key university programs.

- Successfully managed extremely large multi-year projects and recruited cross-functional talent from technical and business departments when building project teams. Teaming up and managing matrixed teams of 10+ cross-functional technical staff and functional leads.
- Developed staff and improved performance reviews by 10 - 15% through coaching and discovering performance and learning goals. Supported the future needs of the institution by increasing staff skills and investing in professional development.
- Created strategic road mapping for enterprise-level software applications that had a notable budget impact in the areas of capacity planning and opportunity costs assessments.
- Partnered with diverse departments to build and demand pipeline for the ECM program/project portfolio, engaging 20+ departments across the university ecosystem, from investments to biological lab risk management.
- Identified and mitigated roadblocks and underperforming processes. Built relationships across technical and functional departments, growing and retaining a reputation for delivering quality solutions and demonstrating respect for business processes and departmental goals.
- Diversity and Inclusion champion. Committee member, and past board member, of the OIT Diversity and Inclusion team.

UNIVERSITY OF CHICAGO - Chicago, IL   2014 - 2016
Applications Administrator / Project Manager

Administered academic applications and systems integrations support for 7 mission-critical software solutions.

- Provided technical project management and support on multiple projects, concurrently.
- Collaborated with technical and functional teams across campus to achieve goals, discover requirements, and set expectations.
- Administration of multi-tier web and desktop applications: MS Server Web/App, SQL Database Server.
- Supported academic systems in code releases, and project migrations, to Dev, QA, and Production systems.
- Participated in the change management advisory board processes for SDLC compliance, as well as annual policy and process audits.
- Security Lead on the multi-phase, institution-wide, PeopleSoft Campus Solutions implementation project. Advised on best practices and worked on PeopleSoft security design.

POMONA COLLEGE - Claremont, CA   2012 - 2014
Document Management Specialist / Technical Program Manager

Managed a growing enterprise content management program and a portfolio of projects for the domain. Including system implementation, operational system support, vendor management, and technical project management.

- Led business process discovery and design for business process digital transformation projects with staff from C-Suite to operations.
- Primary enterprise content management (low-code) developer and system administrator for all functional areas of Pomona College.

- Designed and managed the system maintenance plan and upgraded the schedule for the enterprise content management system (OnBase).
- Partnered with the ERP/SIS team and delivered on integrations that provided high value decision making data to admissions and financial aid executives.

CLAREMONT UNIVERSITY CONSORTIUM - Claremont, CA   2010 - 2012
Records Management Manager / Technical Program Manager

Program management for a three-unit Records Management Program: Digital records management (OnBase), a physical records warehouse, and a records digitization center. Managed and led the division that provided services to all departments in the central service institution, and to 5 undergraduate colleges and 2 graduate institutions.

- Improved information efficiencies by delivering the first enterprise metadata schemas and taxonomies, driving their adoption.
- Led a CUC-wide effort to standardize records retention schedules across distributed administrative and academic departments.
- Managed the ECM portfolio and drove individual projects from initiation to training and operational handoff.
- Supervised, coached, and delegated operational and project tasks to 2 full-time programmers and 8-12 interns.
- Engaged with customers and sold records warehouse services as well as document digitization services.

EDUCATION

Master of Science, Library and Information Science - University of Illinois Urbana-Champaign

Bachelor of Arts, English Linguistics - California State University San Bernardino

CERTIFICATIONS

Project Management Professional, PMP (2016 - Present)

Certified Records Analyst, CRA (2018 - Present)

TECHNICAL SKILLS

Applications - Enterprise
MS Server | MS SQL Server | MS SharePoint | Jenkins | Subversion | GIT | Oracle PeopleSoft Campus Solutions – Security | Hyland OnBase – Enterprise Content Management | OnBase ECM Solutions | UIPath – Robotic Process Automation

Applications - Project Management, Design, and Productivity
Google Suite | PPMPro | Basecamp | ServiceNow | Footprints | JIRA | Confluence | Adobe Products | MS Office | MS Project | PyCharm | Sublime Text

Programming, Database, Markup, Web
Basic scripting/querying/design
Working familiarity with the following, and the ability to discuss projects with technical, and non-technical, staff.
Python 2.7 & 3.5 | T-SQL & MySQL Queries & Stored Procedures | XML - Metadata Standards, RDF, Schema

Creation
HTML 5 | CSS 3 | JavaScript | jQuery | Bootstrap

Applications - Higher Education
StarRez (College Housing) | Ad Astra Schedule (Course Scheduling) | PowerFAIDS (Financial Aid) | Fusion (Athletics) | FSA Atlas (SEVIS / International) | Ellucian - Matrix (Student Information System) | PeopleSoft Campus Solutions | OnBase ECM Solutions