

Senior and seasoned Project Management/Program professional with over 15 years of leadership and management in the technical, business and creative services arenas. Expertise includes project/program management, process improvements, business/functional analysis and creative design.

Proven collaboration and integration across cross-functional teams and ability to work with individuals at all levels, including executive leadership, to gain alignment, meet deadlines and drive results for projects and programs.

WORK EXPERIENCE

PROJECT MANAGER, UNITED AIRLINES, CHICAGO, IL

APR 2015 - PRESENT

- Brought on to manage and provide oversight as well as be a liaison between the business and technology teams. Work with team leads in multiple locations across the U.S. and internationally.
 - *Cargo IT*: Manage the project and technology vendor (Mercator) for implementation of Nomad, a ULD tracking software, and its integration into United's Cargo SkyChain application. Also manage specific Cargo reporting initiatives and resources for business/functional requirements to implementation of OBIEE reports.
 - *Inflight Wi-Fi & Entertainment*: Managed technology aviation vendor (Panasonic Avionics) for the Inflight Wi-Fi & Entertainment PMO. Oversaw deliverables/implementation for United's custom inflight portal and player, DRM streaming solutions, certificate based crew connectivity and security testing.

FREELANCER

JUL 2014 – MAR 2015

- Used my management and creative skills to consult on projects including: Salesforce.com updates and html email designs. Web CMS updates and web design. Consultation on html email generators, website hosting, CRM tools, User Experience (UX) and PMO improvements.

PROGRAM/PROJECT MANAGER, USG, CHICAGO, IL

OCT 2013 – JUL 2014

- Brought on to complete and manage the portfolio of their L&W Supply arm year-end IT initiatives. 14 initiatives, budget +\$600K through year-end. Finished under budget for all initiatives. Projects included BI reporting, online bill pay, web app interface projects and enhancement requests for their iSeries.
- Tracked the 2014 initiative portfolio of \$5MM for approximately 9 projects as well as manage the support of previous 2013 year-end initiatives.
 - Managed budgets, resources and tracked projects for senior leadership. Served as liaison between business and technology managers and development teams. Project managed three of the projects for requirements, development, testing and delivery and created training documents.

PROJECT MANAGER, AT&T Mobility, ALPHARETTA, GA (WORKED REMOTELY)

JUN 2010 - APR 2013

- Managed over 20 high-visibility, large scope technical projects, including an Oracle 11i to R12 upgrade, which consisted of major changes for Business Objects and BI Publisher reporting for all aspects of national mobility sales and inventory.
 - Served as liaison between business and technology teams, including individuals at the executive level. Worked with team leads in multiple locations, across the U.S. and internationally, to assign resources, manage projects, and complete and test reports. All projects delivered on time and within budget.
 - Analyzed business, system and functional requirements for BO and BIP report updates for 450+ end users. Created and conducted training for BIP on use of the application.

WEBSITE PM, Warehousing Education & Research Council (WERC), OAK BROOK, IL

NOV 2008 – MAY 2010

- Managed the re-design and implementation of WERC's large CMS website which grossed over \$100K in online revenue in first quarter of being live.
 - Reviewed and analyzed business requirements for needs, must-haves and gaps. Outlined recommend path for website and why (proprietary CMS vs. open-source vs. off-the-shelf).
 - Developed detailed RFP for solution including functional and technical requirements, integration of data into membership database (iMIS) and other outside vendor databases.
 - Developed detailed scoring document for bids and analyzed bids. Conducted vendor product presentations and made recommendation based on overall scoring.
 - Tracked and monitored vendor's progress, timelines and deliverables during implementation; acted as intermediary, design consultant and decision maker for WERC for specific design and technical deliverables.
 - Created and executed UAT scripts, staff testing and provided all test results back to vendor. Monitored and managed programmatic changes for the test and live site. Trained staff on CMS.

IT PROJECT MANAGER, West Marine, Inc., WATSONVILLE, CA

JUN 2007 - MAR 2008

- Managed Business Objects corporate reporting project for install, programming and training for corporate-wide use. Developed requirements, training materials, UAT scripts, and logo design for the application. Detailed interaction with business areas and developers to ensure scope, budget and timeline were met.
- Worked with directors to manage the Visa Customer Information Security Program (CISP) project for customer credit card encryption in their iSeries and retail point-of-sale systems. Constant communication, management of developers and outside contractors a must due to the amount of modules and data history modified.
- Managed the Voice of the Customer project to improve customer experience and communication which included generating requirements and designs for html emails for orders and backorder postcards processes through the iSeries order system.

PROCESS/IT PROJECT MANAGER, DeVry University, OAK BROOK TERRACE, IL

APR- SEP 08/DEC 04 - Mar 07

- Updated and implemented SDLC process improvement deliverables for the IT PMO. Completed analysis, requirements, created training materials/conducted training on use of Portfolio Intelligence (3-Olive).
- Managed a CRM improvement project which began with a 30-day cross-country analysis including interviews and a SWOT analysis of their Oracle CRM tool used for recruiting students. Documented full recommendation and outlined interim improvements required. Managed the development, implementation and training of a custom web interface to streamline data from the Oracle tool for recruiters.
- Managed install, programming and training for Salesforce.com application for use by Corporate Recruiting. Managed and worked with outside vendor to develop functional requirements and UAT scripts. Conducted the data cleansing and transfer of the current information in the Oracle CRM tool to Salesforce.com. Oversaw training and implementation documentation.

OWNER, Amy Weaver & Associates, P.C., Oak Park, IL

2004 - 2011

PARTNER, Incisive Media, Chicago, IL

2002 - 2004

AWA - Consulting specializing in project management, process improvement and creative design.

Incisive Media - Marketing services firm specializing in areas of advertising, marketing and public relations.

- Responsibilities of running the business include: Developing client and business relationships, proposal writing, presentation and closings on contracts. Development of marketing and communications strategies for new business. Negotiation with vendors for increased work at reduced cost.
- Specific consulting work: Project management, improved SDLC processes and templates, analyst for business and functional requirements. Creation and design of client identities and websites.
 - Clients included B True Bakery, Chicago Water Reclamation District, Domestic Violence Legal Clinic, Focus HR, Healing Grace Acupuncture, Hoffman York, Lightbox Imagery, Merlin Glow Plugs Inc., Oak Park River Forest Community Foundation, Prairie Oak Communications, Inc., SCGroup Real Estate, Washington Sports & Event Management.

PROJECT MANAGEMENT DIRECTOR, Adapt Telephony Services, Chicago, IL

2001 - 2002

Telecom company specializing in custom design and implementation of i3 soft phone software.

- Created PMI-based methodology & lifecycle, resulting in increased customer satisfaction & higher quality deliverables within 3 months of arrival. Created white papers and graphical outline of lifecycle from sales thru fulfillment phases, resulting in tangible process for project managers & clients.
- Developed documentation for scope additions, implementation changes and post-mortem process enhancements for greater communication to clients/teams. Produced accelerated lifecycle for 3-week implementations compared to normal 8 to 12-week timeline.
- Initiated formal process for company-wide status reports and meetings to increase communication and awareness of company achievements and issues between all areas.
- Directed and mentored project managers for growth and experience in project management process and ability to manage multiple projects. Developed goal structure for PMs to set and achieve goals every year.
- Performed onsite training and support for clients. Updated/enhanced training manuals for software releases.

PROJECT AND PROCESS MANAGER, Business Logic Corporation, Chicago, IL

1999 – 2000

Software development/solutions consulting firm specializing in financial management software.

- Developed and implemented PMI-based custom project lifecycle process for customer implementations and documentation. Orientated new employees to Business Logic methodologies.
- Documented and rewrote various processes and products for company and template branding. Updated and developed internal client project management web sites.
- Managed 3 to 4 active \$300-500K projects for NetFunds™, AccountLink™ and electronic banking products for major financial institutions nation-wide. Participated in client discovery sessions and sales engineering.
- Implemented Pacific Edge project management software company-wide to increase coordination, management and actuals for over 50 active product and IT projects. This included new time entry process for over 60 resources to efficiently manage invoicing.

EDUCATION

B.A. Speech Communication; Minor, Theater, University of Illinois, Urbana-Champaign
 PMP Certification class, Edwel Programs, July 2013

TECHNICAL EXPERTISE

- PMI-based project management framework and SDLC process improvements expertise. Manage all projects using PMI (PMBOK) framework and/or iterative Agile type methodologies.
- Operating system proficiency for Windows and Mac OS. Software includes (alpha order):
 - ABT Project Workbench
 - Adobe (Creative Suite): Acrobat, Illustrator, PhotoShop, DreamWeaver, InDesign, PageMaker, Go-Live, Fireworks
 - BCD Software: Presto
 - Business Objects Xi, WebIntelligence
 - Content Management Systems
 - Corel: WordPerfect Suite, CorelDraw, PhotoPaint, Ventura
 - eProject (Daptiv)
 - HP: Project & Portfolio Manager (PPM) & Quality Center (QC)
 - HTML, CSS
 - IBM: iSeries/AS400
 - Interactive Intelligence Inc.
 - iMIS
 - Microsoft: Office, Outlook, Project, Project Server, SharePoint, Visio
 - Metatools: Filters, Bryce, Convulver, Live Picture
 - Oracle: CRM, BI Publisher & OBIEE
 - Pacific Edge: Project Office
 - Portfolio Intelligence (3Olive Solutions)
 - Prism
 - PVCS Version Manager
 - QuarkXPress
 - Rational: Unified Process, ReqPro, Rose, Clear Case, Clear Quest
 - Remedy
 - Salesforce.com
 - SQL Server 2012, MDS

SOCIETIES, AFFILIATIONS AND AWARDS

University of Illinois, Life and Sustaining Alumni
 Member, Project Management Institute (PMI), 2013-2014
 Mugumba Foundation, volunteer consultant, 2012
 Villa Grove Condominium Association Board Member, 2002-2011
 ISCLS President's Award, 2003
 Heartland AIDS Ride participant, 1997 & 2000
 CNA Consulting Group Example Award and Extra Effort Award, 1998
 EMT certification 1993-1997