

Project Management and Process/Methodology professional with over 15 years of leadership and management in the IT and creative services industries. Accomplishments focus on project management, PMI-based methodology implementations, process improvements, business analysis and creative design/management expertise.

TECHNICAL EXPERTISE

- PMI-based project management methodology and processes. Operating system proficiency for Windows, Windows Server and Mac OS. Software proficiency includes (alpha order):
 - ABT Project Workbench
 - Adobe (Creative Suite): Illustrator, PhotoShop, InDesign, PageMaker, Go-Live, MX
 - Basic HTML, Adobe/Macromedia Dreamweaver, Fireworks
 - Business Objects Xi, WebIntelligence
 - Content Management Systems (CMS)
 - Corel: WordPerfect Suite, CorelDraw, PhotoPaint, Ventura
 - eProject (Daptiv)
 - Interactive Intelligence Inc. v. 2.1, 2.0, 1.3; in EIC, CIC & Interactive Administrator
 - iMIS (Admin and user)
 - Microsoft: all of Office, Outlook, Project, SharePoint, Visio
 - Metatools: Filters, Bryce, Convulver, Live Picture
 - Oracle CRM
 - Pacific Edge: Project Office & Express v. 4.0-3.1
 - Portfolio Intelligence (3Olive Solutions)
 - PVCS Version Manager
 - QuarkXPress
 - Rational: Unified Process, ReqPro, Rose, Clear Case, Clear Quest
 - Remedy
 - Salesforce.com (Admin and user)

WORK EXPERIENCE

AT&T MOBILITY, ALFRARETTA, GA

2010 - PRESENT

Project Manager (via AEG Consulting)

- Review and analyze business, system and functional requirements for Business Objects report updates and changes. Liaison between the BO team and other project managers. Work with team leads to assign resources, complete and test reports.

OWNER, AMY WEAVER & ASSOCIATES, P.C. (AWA), Oak Park, IL

2004 – PRESENT

Creative services consulting specializing in project management, process improvement and creative design.

- Responsibilities of running the business include: Project management, creative and lifecycle improvement consulting. Developing client and business relationships, proposal writing, presentation and closings on contracts.
- Specific consulting work, type and clients: Project management, implementation, integration and testing of 3rd party software into current company infrastructure (e.g. web based corporate reporting, call center and CRM systems, custom software builds). Improved project management, SDLC processes and templates, and analyst role for business and functional requirements. Creation/design of client identities and websites. Companies include Allium Partners, B True Bakery, Burwood Group, Darkhouse Entertainment, Delta Initiative, DeVry University, Domestic Violence Legal Clinic, Focus HR, Healing Grace Acupuncture, Healing Presents 36, Hoffman York, Lightbox Imagery, Merlin Glow Plugs Inc., Nana Cats Soy Candles, Oak Park River Forest Community Foundation, Paula Halpin Designs, Prairie Oak Communications, Inc., R3 Décor, Warehousing Education and Research Council, Washington Sports & Event Management, West Marine Inc.

AWA CONTRACT DETAILS

2004 - PRESENT

WASHINGTON SPORTS & EVENT MANAGEMENT, WASHINGTON, DC

2008-PRESENT

Photography Coordinator, Assistant to Event Director

- Manage photography teams and review/analyze /send out photographs for various events produced by WSEM; Washington DC Triathlon™, The Nation's Triathlon™ and Achieve Kids Triathlon benefits.
- Assist Event Director throughout year in developing sponsor activation and wrap-up presentations, event timelines, and creative design elements needed for marketing.

WAREHOUSING EDUCATION & RESEARCH COUNCIL (WERC), OAK BROOK, IL

NOV 08 – MAY 10

Website of Choice Project Manager (via AWA)

- Brought on to manage the re-implementation project of WERC's large website.
 - Reviewed and analyzed current business requirements for needs, requirements and gaps. Analyzed, outlined and documented the need and recommend path for website (proprietary CMS vs. open-source vs. off-the-shelf solution/cart and why).
 - Developed detailed RFP for website solution (including functional and technical requirements, integration of data into membership database (iMIS) and other outside vendor relationships/databases needing to be updated).
 - Developed detailed scoring document for bids and reviewed/analyzed bids. Conducted vendor product presentations and made recommendation for vendor choice based on overall scoring.
 - Once vendor selected, manage the website re-implementation. Track and monitor vendor's progress, timelines and deliverables; act an intermediary and decision maker for WERC for specific design and technical deliverables.
 - Create and execute UAT scripts, staff testing and all test results back to vendor. Monitor and manage programmatic changes for the test/live site. Train staff on CMS. Grossed over \$100K in online revenue in first four months of being live.

DEVRY UNIVERSITY, OAK BROOK TERRACE, IL

APRIL 08 - SEPT 08

Process Improvement, IT Department (via Delta Initiative)

- Brought on to update and implement SDLC process improvement deliverables for the Project Management Office (PMO).
 - Cleaned up old data and created new process for better use and reporting out of Portfolio Intelligence (PI/3Olive Solutions) tool. Completed analysis, requirements, work in PI, and created training materials/conducted training on use of the tool.
 - Cleaned up PMO SharePoint site of old data, created new document libraries and site templates for current project information and SLDC templates.
 - Updated, documented and implemented gate review, auditing, work request, and lessons learned processes. Coordinated with PMO, Infrastructure, Architecture and Security areas to complete process documentation and pilot updated processes.
 - Updated SDLC process flow and coordinating documents for approval and use by PMO and other areas of IT. Assisted IT Training Department in updating SDLC training presentation for new hires.

WEST MARINE, INC., WATSONVILLE, CA

JUNE 07 - MARCH 08

Project Manger, IT Department (via Burwood Group)

- Brought on to assist in catching up on projects. This progressed into process improvements for their current SDLC process, template document updates as well as better use of their eProject portfolio intelligence tool.
- Managed Corporate Reporting project for install, programming and training for Business Objects application for corporate-wide use. Developed requirements, training materials, UAT scripts for various reports, and logo design for the application. Detailed interaction with business areas and developers on daily basis to ensure scope, budget and timeline were met.
- Worked with development directors to manage the Visa Customer Information Security Program (CISP) project where all customer credit card information was encrypted in their I-Series (AS400) and store 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 complete specific initiatives for improving customer experience and communication. Items included generating requirements and base designs for html emails for orders, backorder postcards and email processes through the I-Series order system.

DeVry University, Inc., OAK BROOK TERRACE, IL

DEC 04 - MAR 07

Project Manger, IT Department and Department of Enrollment Management (via Delta Initiative)

- Brought on to help DeVry's PMO improve SDLC process and manage IT initiatives. Process improvements included revamping and generating new documentation templates for all phases of their SDLC. Worked with development managers outlining (for presentation) specific "pieces and parts" for each phase with coinciding deliverables/artifacts.
- Managed On Target, a CRM improvement project. This consisted of a 30-day analysis phase with interviews and analysis of SWOT of their Oracle CRM tool used for recruiting students. Documented recommendation and outline for interim improvements. This generated developing a web interface to pull only data needed from the Oracle tool for the recruiters. Developed detailed requirements from analysis meetings across the country and drafted html wire-frame mock-ups of the screens needing to be built. Managed the overall implementation and training outline for this custom web tool.
- 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.

DELTA INITIATIVE, PALATINE, IL

DEC 04 – MAR 09

Web and marketing

- Remote work on html wire-frame mock-ups for SOAR project for DeVry. Design and designated where and how specific student enrollment information would be displayed for 4 to 6 different reports from Oracle in less than 3 clicks.
- Contracted to Hoffman York in Milwaukee, WI to help outline website development process. Worked on Organish.com project as the test of new process.
- Worked with partners to create Delta Initiative website. Used creative lifecycle process to generate design choices, documentation and content checklists to ensure all detail and information was posted correctly to the site.
- Worked with partners to create marketing collateral for employee/consultant bios, white papers and graphic/presentation templates.

PARTNER, PROJECT DIRECTOR, INCISIVE MEDIA, Chicago, IL

2002 – 2004

Creative marketing services firm specializing in areas of advertising, marketing and public relations.

- Responsibilities of running the business included: Same as for AWA as well as development of project lifecycle and management methodology; development of marketing and communications strategies for new business. Negotiation with vendors for increased work at reduced cost.
- Specific work included: Improved project management templates and software development lifecycle (SDLC) methodology process. Created Intranet for a Project Management Office and training for use of Pacific Edge Project Office. Creation of identity and print collateral. Training and quality assurance for use of Rational Unified Process. Organizations included Chicago Water Reclamation District, First Penn Pacific (Lincoln Financial), Linda Lamb Realtor, Merlin Glow Plugs Inc.

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 project management methodology and lifecycle, resulting in increased customer satisfaction and higher quality deliverables within 3 months of arrival.
 - Created white papers as well as graphical outline of lifecycle from sales through fulfillment phases, resulting in an improved and tangible process for project managers and clients.
 - Developed project change request methods for documentation of scope creep and implementation adds/changes, resulting in increase in revenues. Post mortem process enhancements and documentation for use in support area, resulting in greater communication to clients and team.
 - Developed project pipeline for sales area and time keeping process resulting in increased customer contact, inter-team knowledge of forth-coming projects and accurate estimates for proposals and increased billing. 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.

PROJECT MANAGEMENT DIRECTOR, Adapt (continued)

- Directed and mentored project managers for growth and experience in project management process and ability to manage multiple projects. Developed goal structure for project managers to set and achieve goals every year.
- “SWOT” and “Blue sky” analysis of company goals and vision in an effort to create cohesive inter-dependency between sales, project management, programming and installation areas.
- Performed onsite training and support for clients during implementation phase of projects. Updated and enhanced all training manuals for software releases.

PROJECT MANAGER, Nexiv, Inc., Chicago, IL

2000 – 2001

Internet design firm specializing in high-end design and e-commerce websites.

- Managed 5 to 8 active \$100-500K projects to fulfillment varying from 6 to 16 weeks along with full team of resources in design, programming and integration phases of projects. Used expert communication and negotiation skills to manage very sensitive clients.
- Provided business solution ideas and information for re-design and improvement of active client web sites.
- Facilitated process improvement discussions and documentation for moving small-scale process of combined departments to separate and whole departments of Business Solutions, Project Management, Information Architecture and Quality Assurance.

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

1999 – 2000

Software development/solutions consulting firm specializing in financial accrual and 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 of over 50 active implementation, product and IT projects. This included new time entry process for over 60 resources to efficiently manage invoicing.

PROJECT MGMT & COMMUNICATION COORDINATOR, CNA Consulting Group, CNA, Chicago, IL

1997 – 1999

- Developed and delivered a Project Office methodology for CNA Life in Nashville, TN to coordinate 40 plus enterprise resource planning, accounting and tax reporting projects.
- Managed 14 project plans in Chicago office for over 200 internal and external resources through project office model for two-year cost accounting restructuring project involving 9 business units within Corporate Finance affecting over 10 main departments.
 - Coordinated/conducted training, orientation, coaching and direction to client and consulting teams on project planning, space planning, temporary personnel, project archives and project shutdown.
 - Developed and implemented variance reporting and analysis procedures to control resources comprising \$14MM of a \$40MM project budget.
- Planned, produced and executed client-ready discussion documents, final reports and graphic presentations typically within 24-hour turn-around. This also included internal communication campaigns, newsletters, website development, project signage, large meetings and special events.

DESKTOP PUBLISHING SPECIALIST, HARRIS BANK / NESBITT BURNS SECURITIES INC., CHICAGO, IL

1994 – 1997

- Developed, designed and staged concept-to-client ready graphic communication campaigns in electronic and print media for prospective clients. Areas included material for marketing e-commerce, investment and financial services to worldwide technology, agricultural and service industries.
- Supervised internal production staff and relationships with printing/graphic vendors in a high volume, tight deadline environment.

ASSISTANT MANAGER REVENUE FACILITIES, Park District of Oak Park, Oak Park, IL 1990 – 1994

Responsible for operation of park district's only revenue-producing public recreational facilities.

- Managed full time and seasonal staff of over 150 people, and personally conducted training and orientation for 75+ plus lifeguards and swim instructors annually.
- Assisted with development and presentation of annual budget of \$1MM for ice rink and pools to superintendent and park board each fiscal year. Responsible for purchasing, daily income accounting and cash management.
- Designed and produced flyers, posters and building displays for marketing of annual, quarterly and weekly programs and special events.

EDUCATION

B.A. Speech Communication; Minor, Theater, University of Illinois, Urbana-Champaign

SOCIETIES, AFFILIATIONS AND AWARDS

Secretary, Villa Grove Condominium Association, 2009-2011

President, Villa Grove Condominium Association, 2006-2009

Treasurer, Villa Grove Condominium Association, 2002-2006

University of Illinois, Life and Sustaining Alumni

ICLSA President's Award, 2003

Heartland AIDS Ride participant, 1997 & 2000

CNA Consulting Group Example Award and Extra Effort Award, 1998

EMT certification 1993-1997