

SENIOR ENGINEERING PROGRAM MANAGER

Summary

Accomplished senior program management professional with a successful broad-based career defining and guiding the implementation of industry best practices, standards, processes, and tools to strengthen organizations and drive competitive growth. Extensive expertise in leading and delivering cross-functional transformational solutions. Demonstrated knowledge of project life cycle methodologies with experience in developing and implementing leading-edge strategies for large-scale enterprise initiatives. Proven ability to navigate complex situations while prudently mitigating risks, identifying value creation opportunities, and building strategic partners.

Skills

- Program Management
- Portfolio Management
- Process Analysis
- Solution Design
- Enterprise Software
- Systems Integration
- Data Management
- Product Excellence
- Agile Methodology
- People Development
- Leadership Development
- Coaching/Mentoring

Professional Experience

Company Name City , State Senior Engineering Program Manager 02/2011 to 04/2017

Accomplishments:

Managed mission critical project initiatives to support the Corporate Finance Organization

- Developed strategy and led effort to evaluate the upgrade of the Oracle EBusiness Suite of Applications to Release 12. Highly complex ecosystem with over 70 countries, 100 boundary systems, and 3000 customizations
- Built and led project team through the assessment and proof of concept required to build business case and secure funding for project.
- Defined program governance structure and staffed program
- Developed several presentations to executive leadership in Finance, Supply Chain, and Engineering to secure buy in and funding

Accomplishments:

Led various initiatives to improve operational effectiveness/efficiencies for a portfolio of over 60 projects

- Championed Product Excellence (PE) initiative for the Finance IT organization and drove effort to define, monitor and score PE goals
- Partnered with the Finance Business, defined, and implemented a governance processes to manage stakeholder alignment. Defined and managed key system risks
- Defined project portfolio metrics for over 60 key projects, drove effort to optimize investments, and aligned initiatives with business priorities

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Accomplishments:

Managed several mission critical product development efforts to support the People Operations Organization (HR)

- Managed relationships and collaborated with business owners to develop world class technology solutions in the following process areas: Performance Management, Benefits/Compensation Management, Learning and People Development, and HR Operations
- Built a high-performing BI/Data Warehousing team to provide unified reporting solutions to enable HR the ability to gain insights to optimize business goals
- Launched a global, custom Total Rewards application to 35 countries and managed the project team
- Defined and managed a cross-organizational effort to assess and design a more robust integration architecture for over 60 boundary systems

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Company Name City , State Founder/Principal Consultant 03/1998 to 01/2011

Provided consulting services to several Fortune 500 organizations to solve complex challenges, including enterprise systems implementations, process improvements, application development, and release management all within complex, global environments. **Key clients included Google, Cisco, Arbonne International, 24 Hour Fitness, Symantec, Critical Path, Fujitsu Computer Products of America, Etec Systems, and Disney.**

Accomplishments:

- Managed implementation projects for critical Financial and CRM applications ranging from Oracle, Salesforce, and custom applications.
- Planned and managed execution of cross-organizational effort (Business, Engineering, Infrastructure, and Hardware) to relocate over 70 servers supporting key corporate finance business applications
- Developed a quality assurance strategy for the implementation of a Customer Advocacy on-line service contract portal to improve company interactions with suppliers, partners, distributors, and customers.
- Defined QA strategy and managed execution by 25 leads across multiple functional areas - Quoting, Ordering, Registering, Renewing, and Service Contract Management
- Managed the stabilization phase of an ERP implementation for Contracts Processing, Billing, and Member Services for over 300 fitness centers
- Developed Oracle training strategy and delivered training to business users on Finance, Manufacturing, and Supply Chain modules

Company Name City , State Senior Manager 06/1993 to 03/1998

Provided consulting services to several Fortune 500 organizations to solve complex business challenges, including enterprise systems implementations, process improvements, application development, and release management all within complex, global environments. **Key clients included Disney, Glenayre Electronics, Quantum Corporation, and Western Staff Services.**

Accomplishments:

- Managed resources, costs, schedules and drove end-to-end delivery of global world-class technology solutions at client organizations
- Developed and presented successful proposals for several business development efforts to prospective clients
- Coached and mentored consultants for leadership development
- Led the Demand Management Center Of Excellence for the Oracle Practice to develop best practices and promote knowledge sharing for client engagements

Adjunct Professor

Â Claremont Graduate University, Claremont, CA

- Designed and Co-Facilitated a new transdisciplinary course "The Art & Science of Computational Thinking for Industry" for Masters and PhD students. Â (Fall 2014 - Fall 2016)

Â Mount St. Mary's University, Los Angeles, CA

- Instructor at Mount St.Mary's University - Taught programming language courses to undergraduate students in the Computer Science Department. This included advanced courses for honor students and introductory programming courses for non-computer science majors. (1987 - 1988)

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Education

Ph.D. : Computer informations Systems and Technology Claremont Graduate University , City , State

Master of Science : Computer Information Systems and Technology Claremont Graduate University , City , State

Bachelor of Arts : Business Administration Mount St. Mary's University , City , State

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Certifications

- Myers-Briggs Certified Practitioner, Feb 2017
- Certified Professional Co-Active Coach, Mar 2017 - Mar 2018

Publications

- **Doctoral Dissertation** : "An Examination of the Role of IT Governance, Interorganizational Collaborations, and Interorganizational Learning in ERP Implementations"
- **AMCIS Conference Proceedings** : "Examining the Role of IT Governance in the ERP Post-Implementation Phase"
- **OAUG Conference Proceedings** : "Redesigning the Order Fulfillment Process in Order to Realize the Benefits of an Oracle ERP Implementation"

Professional Affiliations

- Industry Advisory Board Member, Drucker School of Management - 2015 to Present