

## PROFILE SUMMARY

Award-winning Program and Project Manager and globally recognized author within Program Management genre. Track record for consistently leading successful programs and projects, as well as designing process improvement as an ASQ certified Six Sigma Black Belt.

## HIGHLIGHTS

- Business strategist; plan and manage multimillion-dollar programs aligning business goals with technology solutions and processes to drive improvements, competitive advantage and bottom-line gains.
- Excellent communicator; leverage technical, business and financial acumen to communicate effectively with executives and their respective teams.
- Expert in agile project management methodologies, SDLC, and project phases. Known for ability to produce high-quality deliverables that meet or exceed timeline and budgetary targets.
- Program governance expert; aligning program governance with reaching desired benefits while balancing stakeholder expectations.
- Visionary with ability to understand big picture and map out effective execution plans to achieve results.

## SKILLS AND ATTRIBUTES

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|-----------------------------|------------------------|--|
| ▪ Project management        | ▪ Vendor Management    | ▪ Team Building & Mentoring            |
| ▪ Leadership Skills         | ▪ Analytical Skills    | ▪ Training & Development               |
| ▪ Organizational Assessment | ▪ Client Relations     | ▪ Risk Management                      |
| ▪ Operational Readiness     | ▪ Business Development | ▪ Communication Strategy and Execution |

## PROFESSIONAL EXPERIENCE

### Program Management Consultant Sherpa / NTT Data | May 2017 – Present |

- Accounting and Finance Program lead – BB &T / SunTrust Merger.
- Optimize and centralize Escheat function for Truist.
- Operational Readiness/Communication lead for Concur Enterprise Deployment – Truist
- Program Manager of Steady State (scope to make changes in systems and process to update operations). Worked directly with client's Deputy-CEO and Senior Leadership team. (Insurance Client)

### Senior Vice President – Program Manager | Bank of American Corporation | January 2006 – February 2017 |

#### Compliance:

2015-2017

- Program lead – CFT Transformation – lead the line of business to lean out processes, and save \$43 million by 2018.
- Change lead for Article IV (1) – OCC Consent Order – Program within Compliance. Spent 1.5 years in the business. Gained working knowledge of EACs, Compliance Monitoring, Testing and Reporting functions.
- Worked with HR Senior Executives to roll out the new Operating Model for Bank of America.

#### Global Risk:

2014-2015

- Manage a portfolio of Global Risk and Trading Application projects inclusive of changes to Libre, GUS, ECRIS, Workplace, Peaks, MyPortfolio.
- Designed and implemented change governance process utilized to manage change impacting enterprise risk exposure measurements.

#### Mortgage:

2011-2014

- Designed and led control room oversight for \$80 billion dollars servicing transfer activity of sub-prime loans.
- Designed and implemented executive dashboards and reports, used to facilitate Bulk Sales within Mortgage operations.
- Transformation Change lead – Remediation Fulfillment / Borrower Support – Independent Foreclosure Review Mandate – OCC Consent Order.

- Lead multiple work streams for the program, which led to the \$8.5 billion settlement. Frequent interactions with senior level executives and regulators. Managed though a highly regulated, risk oversight environment, with frequently changing requirements.
- Consistently received recognition as a thought leader, internally within the PMO, as well external with senior leaders.
- Designed and change managed all readiness and communications for the remediation of 1.2 million borrowers, for both internal employee readiness and external operations including support call centers as well as banking center readiness
- Designed internal processes to support the remediation activities, inclusive of loans within SCRA consideration, Origination, Default, and Bankruptcy. Created staffing model for call center readiness, preformed vendor RFP, to select provider for call center services.

**HR:**

**2006-2011**

- Managed enterprise technical programs/projects being accountable for on time delivery within budget and quality. Experienced at all phases, from vendor selection, through Implementation.
  - Implemented a Global Learning Management System (SABA LMS) - on time, on budget, with minimal defects. Received the 2007 Award of Excellence for this project.
  - UAT Lead for LaSalle Transition Program
  - Led Green Belt projects, including building a custom application that won the Best of Six Sigma award in 2007
  - Consistently within acceptable variance for Program and BAU finances.
  - Leverage PMI, Agile and Six Sigma as guidelines for project routines and ensure best practices.
  - Effectively consult with and deliver progress and presentations to Executives.
  - Consistent track record of on time, on budget delivery of projects.

#### **Senior Implementation/Training Consultant | Fidelity Investments Company | September 2004 – January 2006 |**

- Managed programs and projects, through all phases beginning with client scoping sessions, through final implementation. Average program size of 50 resources and \$10million engagement.
- Implemented Learning Management Systems for clients. This involves project scoping, project management, serving as SME, system coding and set-up, and development of processes.

#### **EDUCATION, CERTIFICATIONS & AWARDS**

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- Master of Business Administration (Finance) – Virginia Commonwealth University
  - Exercising Leadership Certificate – Harvard University
  - Program Management Professional (PgMP) – Project Management Institute (PMI)
  - Project Management Professional (PMP) – PMI
  - Risk Management Professional - PMI
  - Schedule Management Professional - PMI
  - MCITP (Certified by Microsoft) – MS Project
  - MCTS Sharepoint, and Outlook
  - PRINCE2
  - ITIL
  - Six Sigma – Black Belt
  - Managing Successful Programs - MSP
  - Certified SCRUM Master – Agile
  - Agile Certified Practitioner – PMI
  - Award of Excellence – Bank of America (2007) – Top Individual Award
  - Distinguished Contribution Award – (2013) PMI – Globally expanding Project Management
  - Presidential Volunteer Awards – Volunteer Activity
  - Top 40 Under 40 – The Business Journal
  - Knoxville PMI Volunteer of the Year - 2011
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