



What Can I Do For You?

Donna L. K. Chiacchia
Consultant Program/Project Manager

The best part of my day is helping you achieve your vision.

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Professional Profile

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- ▶ Direct high profile, complex, cross-functional global initiatives of 50+ FTE (Business Sponsors, Project Managers, Business Analysts, System Architects, Developers, Data Base Administrators, and Quality Assurance) for web based, e-commerce, eLearning, customer service, insurance, health care, financial management and marketing software application and program development; budgets \$100K to \$50M
 - ▶ Expert at engaging all levels of project staff into a consensus building, results oriented team, typically bringing projects in on time or ahead of schedule, at or under budget, providing at least a three to one return on a client's investment

 - ▶ **Core Competencies**
 - ▶ Program/Project Management
 - ▶ Business Transformation
 - ▶ Mergers & Acquisitions
 - ▶ Strategic Planning
 - ▶ Business Process Management
 - ▶ Organizational Development
 - ▶ Business Operations
 - ▶ e-commerce
 - ▶ Training & Development
 - ▶ eLearning
 - ▶ Vendor Management
 - ▶ Business Process and Systems Analysis

 - ▶ **Software Proficiencies**
 - ▶ Microsoft Professional Office: Excel, Visio, PowerPoint, Publisher, Project, Outlook
 - ▶ HP- PPM Center, HP-QC
 - ▶ Salesforce.com
 - ▶ SharePoint
 - ▶ Enterprise Reporting
 - ▶ Vartopia
 - ▶ Zift
 - ▶ Inluitive
 - ▶ Oracle Financials, HR, and CRM
 - ▶ Moxie Customer Spaces
 - ▶ Brainshark
 - ▶ Survey Monkey
 - ▶ JIRA, Asana, Smartsheet.com, Wrike Project Management
 - ▶ SDLC, Waterfall, Agile, and SCRUM methodologies
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Professional Experience

Industry: Global Telecommunications

Note: Samples of actual work furnished upon request in F2F interviews

▶ Project and Classification

- ▶ Capture productivity, utilization, and expense data from five companies and consolidate into one uniform report to utilize globally
- ▶ Business Critical

▶ Business Vision

- ▶ Create a tool set to capture and centralize performance data uniformly

▶ Scope: Budget and Time Line

- ▶ \$500K – 12 months

▶ Governance

- ▶ Executive Business, 3rd Party Vendor, Global Business Units, Engineers, Principal Business Analyst

▶ Core Competencies Leveraged and Methodology

- ▶ Waterfall with SDLC
- ▶ Program/Project Management, Business Transformation, Mergers & Acquisitions, Strategic Planning, Business Process Management, Organizational Development

▶ Results

- ▶ Payroll, expense and staffing report production reduced from four days to four hours
 - ▶ 8:1 ROI - \$1.4M annual hard dollar savings
-



Professional Experience

Industry: IT/Data Storage

Note: Samples of actual work furnished upon request in F2F interviews

▶ Project and Classification

- ▶ B2B eBond Web Service Application
- ▶ Mission Critical

▶ Business Vision

- ▶ Create a generic B2B incident ticket service to be added to the current incident handling support offering

▶ Scope: Budget and Time Line

- ▶ \$350K – 9 Months

▶ Governance

- ▶ Client Customer, 3rd Party Vendor, Executive Business, PMO, Core Team – IT

▶ Core Competencies Leveraged and Methodology

- ▶ Waterfall with SDLC
- ▶ Program/Project Management, Business Process Management, Training & Development, Vendor Management, Business Process and Systems Analysis

▶ Results

- ▶ Response and turn-around time reduced across all service tickets
 - ▶ Multiple and duplicate tickets merged eliminating redundancy
 - ▶ Customer site information mapped 100% to Vendor information
 - ▶ B2B eBond sold as service to other customers
-



Professional Experience

Industry: IT/Data Storage

Note: Samples of actual work furnished upon request in F2F interviews

▶ Project and Classification

- ▶ Upgrade and Implement Enhancements to Chat Application
- ▶ Mission Critical

▶ Business Vision

- ▶ Upgrade to next major version
- ▶ Implement seven (7) major enhancements to application

▶ Scope: Budget and Time Line

- ▶ \$500K – 14 Months

▶ Governance

- ▶ 3rd Party Vendor, Executive Business, Business System Analysts, Developers, Quality Assurance

▶ Core Competencies Leveraged and Methodology

- ▶ Waterfall with SDLC
- ▶ Program/Project Management, Strategic Planning, Business Process Management, Training & Development, Vendor Management, Business Process and Systems Analysis

▶ Results

- ▶ Upgrade to version 9 series achieved
 - ▶ Five (5) of seven (7) requested enhancements implemented
 - ▶ Customer experience and Agent productivity improved
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Professional Experience

Industry: Hyperconvergence

Note: Samples of actual work furnished upon request in F2F interviews

▶ Project and Classification

- ▶ Build a Partner self-sufficiency program, enabling partners to support all aspects of the sales cycle.
- ▶ Business Critical

▶ Business Vision

- ▶ Build an ecosystem of motivated, loyal and self sufficient partners that are an extension of the corporation's sales force to exceed revenue objectives, increase efficiency and sustain competitive differentiation.

▶ Scope: Budget and Time Line

- ▶ \$500,000K – 24 months

▶ Governance

- ▶ Executive Business, 3rd Party Vendor, Global Business Units, Product Managers

▶ Core Competencies Leveraged and Methodology

- ▶ Waterfall with CDLC (Curriculum Development Life Cycle)
- ▶ Program/Project Management, Training & Development, eLearning, Strategic Planning, Business Process Management, Organizational Development

▶ Results

- ▶ Managed the execution of a Global sales and technical sales enablement program including 4 curriculums and 30+ courses
 - ▶ 95% of Authorized, Gold and Platinum Partners completed curriculum
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Professional Experience

Industry: Financial Services

Note: Samples of actual work furnished upon request in F2F interviews

▶ **Project and Classification**

- ▶ Implement enhancements to custom version of Fermat GEM application
- ▶ Mission Critical

▶ **Business Vision**

- ▶ Correct and align 115 “defects” to the current version of application
- ▶ Upgrade to the next major version of the application

▶ **Scope: Budget and Time Line**

- ▶ \$2.5M – 12 Months

▶ **Governance**

- ▶ 3rd Party Vendor, Executive Business, Business System Analysts, Developers, Quality Assurance

▶ **Core Competencies Leveraged and Methodology**

- ▶ Agile/SCRUM with SDLC, Program/Project Management, Strategic Planning
- ▶ Business Process Management, Business Operations, Training & Development, Vendor Management, Business Process and Systems Analysis

▶ **Results**

- ▶ Upgrade to version 10 series achieved
 - ▶ 93 enhancements deployed in 9 months with zero defects
 - ▶ 5 defects corrected
 - ▶ New Business Unit added to customer user group
-



Professional Experience

Industry: Commercial Property Insurance

Note: Samples of actual work furnished upon request in F2F interviews

▶ Project and Classification

- ▶ Extranet web based customer service platform for affiliated clients and brokers
- ▶ Mission Critical

▶ Business Vision

- ▶ Create a web based customer service platform for clients and brokers

▶ Scope: Budget and Time Line

- ▶ \$5M – 9 Months

▶ Governance

- ▶ Executive Business, Global Business Units and IT (25 cross functional areas)

▶ Core Competencies Leveraged and Methodology

- ▶ Agile with SDLC
- ▶ Program/Project Management, Business Process Management, Business Operations, Training & Development, Vendor Management, Business Process and Systems Analysis

▶ Results

- ▶ Roll-out conducted in three phases – phase one 5 of 8 baseline products deployed with < 2% defects
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Professional Experience

Industry: Health Care/Insurance

Note: Samples of actual work furnished upon request in F2F interviews

▶ Project and Classification

- ▶ Oracle Financial Integration with Windward Web Service Application
- ▶ Mission Critical

▶ Business Vision

- ▶ Implement the Windward claims processing service and integrate with Oracle Ili Financials

▶ Scope: Budget and Time Line

- ▶ \$1.5M – 9 Months

▶ Governance

- ▶ 3rd Party Vendor, Executive Business, Business Product Analysts, Business System Analysts, Developers, Data Base Architects, Quality Assurance

▶ Methodology

- ▶ Waterfall with SDLC
- ▶ Program/Project Management, Business Transformation, Strategic Planning, Business Process Management, Business Operations, Vendor Management, Business Process and Systems Analysis

▶ Results

- ▶ Deployment on schedule, all product categories with < 2% defects
 - ▶ Turnaround time for claims processing met and exceeded industry standards
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Professional Experience

Industry: Global Retail Chain

Note: Samples of actual work furnished upon request in F2F interviews

▶ Project and Classification

- ▶ Procurement Card Project

▶ Business Vision

- ▶ Customers receive a volume discount at POS when they present the Procurement Card
- ▶ Project schedule status “on-time” position

▶ Scope: Budget and Time Line

- ▶ \$250K – 6 Months

▶ Governance

- ▶ Executive Business and IT, Business System Analysts, Data Architects, Developers, QA

▶ Methodology

- ▶ Waterfall with SDLC
- ▶ Program/Project Management, Business Process Management, Business Operations, eLearning, Vendor Management, Business Process and Systems Analysis

▶ Results

- ▶ Overall project successfully completed 40% ahead of schedule
 - ▶ Management shifted resources achieving six figure cost avoidances
-



Professional Experience

Industry: State Government Health Care

Note: Samples of actual work furnished upon request in F2F interviews

▶ Project and Classification

- ▶ New Medicaid Management Information System (MMIS)
- ▶ Mission Critical

▶ Business Vision

- ▶ Create a New web-based MMIS for Providers and Clients

▶ Scope: Budget and Time Line

- ▶ \$1.5M – 12 months

▶ Governance

- ▶ 3rd Party Vendors, Executive Business, Business System Analysts, Developers, Quality Assurance, Providers (approximately 250)

▶ Methodology

- ▶ SDLC
- ▶ Program/Project Management, Strategic Planning, Business Process Management, Business Operations, Training & Development, eLearning, Vendor Management, Business Process and Systems Analysis

▶ Results

- ▶ Requirements developed and tested with <1% defects
 - ▶ Created and implemented business process methodology adopted by project team with executive management approval
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Contact Information

- ▶ Initiating an engagement for consulting services may be accomplished by contacting a preferred recruiter listed on my website.
- ▶ Please visit www.ConsultDonna.com

