

Professional Profile

Expertise: Direct projects and programs of high profile, complex, cross-functional global initiatives of 50+ FTE, budgets \$100K to \$50M in core competencies of Business Transformation, Mergers & Acquisitions, Strategic Planning, Business Process Architecture, Organizational Development, Business Operations, Training & Development, and Business & System Analysis.

Visit <http://www.consultdonna.com> for specific Client Engagement Case Studies.

Top Accomplishments:

- Directed the implementation of 90 major enhancements to a financial global exposure monitoring application in ten months with zero defects.
- Directed the creation of an activity reporting system that streamlined the execution and delivery of financial and productivity data from 4 days to 4 hours realizing \$1.4M annual savings and an 8:1 ROI.
- Positioned an international consulting firm to secure a \$40M engagement with a major European bank after surpassing annual revenue opportunities by 25% for an affiliated financial institution.

Industries: Information Technology, Financial Services, Insurance, Healthcare, Retail, Not-for-Profit, Publishing, Consulting, Training, Marketing, and Advertising

Applications: Salesforce, Oracle Financials, SharePoint, Enterprise Reporting, , HP- PPM Center, HP-QC, Qstream, Vartopia, Zift, Influitive, Moxie Customer Spaces, Brainshark, Survey Monkey, JIRA, Asana, Smartsheet, Wrike Project Management Microsoft Professional Office, Visio, PowerPoint, Publisher, Project, Outlook

PM Methodologies: SCRUM, SDLC, Waterfall, Agile

Role Type/Title/Compensation Type: Contract/Consultant Senior Program or Project Manager – W2 or 1099

Preferred Locations: MA Locations: Metro-West, Worcester, Boston, Cambridge or RI Locations: Providence, Woonsocket, North Smithfield, Cranston, Warwick

Soft Skills: Organized, Disciplined, Analytical, Focused, Creative, Realistic, Compassionate

Contract and Consulting Experience

Advantage Consulting, LLC - Metro West, MA

January 1996 to Present

Principal Project/Program Manager and PMO Director

- **HPE SimpliVity, Inc. (acquired by Hewlett Packard Enterprises Feb. 2017) – Westborough, MA – July 2015 to Nov. 2017**
Directed the implementation and integration of the Vartopia application into Salesforce including business process improvements and change management practices, seven sales enablement programs including the design of a Curriculum Development Life Cycle (CDLC) for all aspects of the SimpliVity sales cycle and five acquisition and integration projects for HPE's acquisition of SimpliVity, Inc. including forecasting, quota deployment, Salesforce migration, and proof of concept programs.
- **Massachusetts Medical Society – New England Journal of Medicine Group, Boston, MA – January 2015 to June 2015**
Senior Project Manager for a cross functional team of 15 for the initiatives of the Adobe Advertising & Analytics Project to implement Dynamic Tag Manager, Analytics, and Audience Manager products of the Adobe Marketing Cloud Suite.
- **Fidelity Investments, Smithfield, RI – July 2014 to December 2014**
Senior Program Manager for initiatives of the Communications Development and Fulfillment group responsible for operational and strategic initiatives to deliver email and print communications through enterprise outbound platforms.
- **Fresenius Medical Care - North America, Lexington, MA – January 2014 to June 2014**
Directed 10 Business Systems Analysts and a Project Portfolio of approximately 75 initiatives for a customized version of Siemens "Soarian for Clinical Care," CMS, and CROWNWeb applications.
- **Trinity Episcopal Church - The Episcopal Diocese of Western Massachusetts – July 2013 to December 2013**
Director of Capital Campaign Planning & Development that designed a strategic plan to raise \$500K for the restoration of a historic church and to include handicap accessibility.
- **EMC Global Services Hopkinton, MA – February 2012 to June 2013**
Directed Continuous Improvement initiatives for a mission-critical, high visibility, customer-facing application (Live Chat - Moxie Customer Spaces) including two (2) upgrades.

- **State Street Financial - Enterprise Risk Management Division – Boston, MA – April 2011 to January 2012**
Directed 10 Business Analyst in the definition of project scope, objectives and the execution of implementation for the customized version of the Fermat GEM (Global Exposure Monitoring) application, including 4 functional areas, 20 capabilities and 90 limit management, risk and compliance task features.
- **RBS/Citizens Financial Group - Cash Management Services – BPM Project, Providence, RI – January 2011 to April 2011**
Responsible for the collaboration of outside vendors, stakeholders, subject matter experts, end user workshops, and work session environments to implement a web based business management system as a replacement to the Cash Management system.
- **FM Global & Affiliated FM - Client e-Business Systems – Johnston, RI – April 2010 to December 2010**
Facilitated the elicitation of business and functional requirements for seven (7) product areas of a world-wide initiative to implement an extranet web based platform for brokers and clients of Affiliated FM. Product areas included Policy, Claims, Engineering Data and Delivery, Resource Library, Subscriptions to Alerts, and Map Center.
- **DentaQuest - IT Application Services – Windward & Oracle Financials Integration, Boston, MA July 2009 to March 2010**
Facilitated the elicitation of business and functional requirements with a team responsible for upgrading and integrating Oracle Financials with the Windward (claims processing) system that included five functional areas (Accounts Receivable, Accounts Payable, Cash Management).
- **EMC Global Services Hopkinton, MA – September 2008 to April 2009**
Created the mission, strategy and tactics for the Global Services Training Team strategic plan for 3500 members of the Global Services community and a Service Readiness Program for steady state and new product business.
- **Staples, Inc. - Convenience Card and Procurement Card Projects, Framingham, MA – January 2008 to June 2008**
Managed a team which re-engineered 17 functional tracks in a retail contract environment including the creation of all requirements documents, use cases, user test scripts and wire-frames which upgraded all functionality to be PCI compliant and brought the define phase of the project in 40% ahead of schedule.
- **MassHealth – Office of Health & Human Services- New MMIS Project – April 2007 to April 2008**
Managed and facilitated five functional areas (Prior Authorization, Pre-Admission Screening, Member Management, Managed Care, and Customer Service) which included creating a business process engineering methodology, requirements documents, use cases, gap analysis, user testing, business and resource impact, and quality control reporting.
- **R.J. Walters, Inc. – Advantage Consulting Group - Metro West, MA – November 2002 to March 2007**
Directed the administration and operations functions including HR, finance, legal, marketing, advertising, communications, and customer service. Authored the book “Let’s Get Organized!”
- **Dimension Data – South Africa/Framingham, MA – October 2001 to October 2002**
Directed the creation of an activity reporting system that streamlined the execution and delivery of financial and productivity data from 4 days to 4 hours through the creation and implementation of a business process tool set (SAM©) realizing \$1.4M annual savings and an 8:1 ROI.
- **Ingraham & Associates, Inc. – January 1997 to September 2001**
Consulting as VP of Administration for a professional domestic engineering agency. Increased customer base and revenue from \$35K annually and a 20-person client list to \$750K annually and a 250-person client list.
- **A.T. Hudson & Company, Inc. Paramus, NJ – January 1996 to December 1996**
Director of consultants positioning an international consulting firm to secure a \$40M engagement with a major European bank after surpassing annual revenue opportunities by 25% for an affiliated financial institution. *(Key Bank, NA and National Westminster Bank)*

Education and Associations

Professional Mentor and Coach

PMP and Six Sigma Programs

Groups and Associations

ABPMP - Association BPM Professionals

IIBA – International Institute of Business Analysis

BA and MA, Production Management

International Academy of Performing Arts

Professional, Business

Worcester Academy, Worcester, MA