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Professional Profile for Project/Program/Operations Manager

- ◆ *Performance oriented and motivational leader with experience in project/program/operations management roles for Fortune 500 companies. (See industries listed below)*
- ◆ *A proven track record of bringing projects in on time or ahead of schedule, at or under budget, providing at least a three to one return on investment.*
- ◆ *Expert at engaging all levels of project staff into a consensus building, results oriented team.*
- ◆ *Cost-control expert using strategic analysis skills to quickly identify and assess all contributing factors of challenging business situations.*
- ◆ *Designs and implements profitability and performance improvement solutions ensuring customer satisfaction and motivates the workforce to perform the tasks necessary to meet organizational objectives.*

Core Competencies and Technical Skills

Business Process Architecture/Re-Engineering

Performance Management Design

Training & Development

Operating Systems: PC/Windows (95, 98, NT, 2000, XP, Windows 7) Macintosh

Business Systems Analysis

Organizational Development

Web Design

Software/Databases: Microsoft Office, Excel, Visio, PowerPoint, Publisher, Word, Project, Outlook, SharePoint, Enterprise Reporting, Oracle Financials

Clients and Employers by Industry

Information Technology

EMC²
Hopkinton, MA

Dimension Data
South Africa

Granite Software
Blackstone, MA

MyCTO.com
Princeton Junction, NJ

Retail

Staples, Inc.
Framingham, MA

Macy's
New York, NY

Ingraham &
Associates, Inc.
Boston, MA.

Insurance

FM Global
Johnston, R.I.

DentaQuest (Delta Dental)
Boston, MA

OneAmerica (AUL)
Indianapolis, IN

PMA Insurance Group
Philadelphia, PA

Health Care

MassHealth-
EOHHS
Boston, MA

Shands Memorial
Gainesville, FL

Marketing
Word of Mouth
Cranston, RI

Financial Services

National Westminster
London, England

Merrill Lynch
New York, NY

Marine Midland Bank
Buffalo, NY

Key Bank, NA
Albany, NY

Professional Experience

FM Global & Affiliated FM – Consultant/Project Coordinator

April 2010 -Present

Client e-Business Systems – Client Technology Interface Extranet Project

- ◆ Coordinated seven (7) product areas of a worldwide initiative to implement an extranet platform (CTI-Client Technology Interface) for brokers and clients of Affiliated FM. Product areas included: Policy, Claims, Engineering Data and Delivery, Resource Library, “In the Spotlight” web based news publication, Marketing Materials, and Map Center.
- ◆ Responsible for all aspects of business analyst documentation including requirement specifications, business rules, functional statements, uses cases and wire-frames.
- ◆ Conducted workshops with all levels of business and systems management including Development, Quality Assurance, User Interface, and Data Base Administration teams.

DentaQuest (Delta Dental) – Consultant/Project Coordinator**July 2009-March 2010****IT Application Services – Windward & Oracle Financials Integration**

- ◆ Project Coordinator for a team responsible for upgrading and integrating Oracle Financials with the Windward (claims processing) system that included 5 functional areas (Accounts Receivable, Accounts Payable, Cash Management, Billing and Reporting) of the Financial Services environment.
- ◆ Responsible for creating all requirements documents, functional specifications, use cases, user test scripts and process maps for the integration of the Windward claims processing system with Oracle Financials.
- ◆ Coordinated the development and streamlining of 100 financial and billing reports, into 25 multi-functional reporting tools provided in an Enterprise Reporting environment including all functional specifications and report design models.

EMC² – Consultant/Senior Program Manager**September 2008-April 2009****EMC Global Services/ Global MSS Training & Development**

- ◆ Created the mission, strategy and tactics for the Global Services Training Team 2009 strategic plan, made available to 3500 members of the Global Services community.
- ◆ Designed a Service Readiness Program for steady-state and new product business including functional design document, uses cases and wire frames, to be utilized by the MSS community to enhance executive TCE initiatives.
- ◆ Directed a Global Training Steering Committee of 35 members achieving an average attendance rating of 95%, improved from an average attendance rating of 65%.
- ◆ Designed and implemented Action Item Report utilized to enhance steering committee interaction, target accountability, and improve turnaround time for completion: Previous average 42.5 calendar days, improved to 20.5 days.

Staples, Inc. – SBA/Project Manager**January-June 2008****Convenience Card and Procurement Card Projects**

Concurrent Role with MassHealth Jan-Apr 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.
- ◆ Designed and implemented a project status reporting tool set (**SSTARS**[®] - Scheduling and Status Reporting System) adopted by senior management and utilized by the Executive and Steering project committees which improved performance deadline requirements by 35%, bringing a high-profile project to an "ahead of-schedule" status.

MassHealth – SBA/Project Manager**April 2007-April 2008****Office of Health & Human Services- NewMMIS Project**

Concurrent Role with Staples, Inc. Jan-Apr 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.
- ◆ Designed and implemented a business process tool set approved and sanctioned for universal project use by the Executive and Steering Committees for the NewMMIS Project which resulted in meeting and exceeded performance deadline requirements by 20%.

The Advantage Consulting Group – Project Director**Oct. 2000-March 2007****Business process, organizational development and cultural change systems**

- ◆ Created four intellectual properties into copy written and trademarked programs:
 - ProAct^{®™} Professional Activity Coordination Tools – Business Process and Performance Measurement
 - SAM^{®™} System for Activity Management – Business Process and Performance Measurement
 - Let's Get Organized^{®™} – Organizational Development
 - Diamond Delivery System^{®™} The 4Cs of Re-Engineering a Professional Environment – Cultural Change
- ◆ Streamlined the execution and delivery of an activity reporting system 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 (*Dimension Data, client of The Advantage Consulting Group*)
- ◆ Designed and created websites, product brochures, training manuals, and fund raising materials for an advertising and marketing company to position word of mouth marketing products to the automotive, political, and fund-raising environments. (*Word of Mouth Advertising, client of The Advantage Consulting Group*)

Ingraham & Associates, Inc. – VP of Administration**July 1993-Dec.2000****Professional Domestic Engineering Agency**

Concurrent Role with AT Hudson, Inc. July 1993-December 1996

- ◆ Grew organization to achieve gross annual revenue of \$750K and a 250-person client list
- ◆ Decreased internal costs by 15% through the implementation of a unit cost system
- ◆ Increased monthly revenue by 75% through a strategic marketing and advertising program directed towards word of mouth advertising

A.T. Hudson & Company, Inc. VP/Director**Jan. 1986-Dec.1996****International consulting company specializing in front-line management systems**Concurrent Role with
Ingraham & Associates, Inc.
July 1993-December 1996

- ◆ 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. (*Key Bank, NA and National Westminster Bank, client of A.T. Hudson & Company, Inc.*)
- ◆ Positioned a Fortune 500 company to acquire assets increasing their value by 250% through the design and implementation of an activity management system, (ProAct[®]) realizing a \$7.5M in annual savings with a 7:1 ROI (*OneAmerica Insurance Company, client of A.T. Hudson & Company, Inc.*)
- ◆ Designed and implemented a cultural change tool set (Diamond Delivery System[®] - The 4Cs of Re-Engineering a Professional Environment) which unified executive level teams resulting in increased customer satisfaction (70% to 95%) sustained productivity improvements at a 95% level and improved employee morale from a 1 to a 4.5 on a 0-5 scale (*OneAmerica Insurance Company, client of A.T. Hudson Company, Inc.*)
- ◆ Designed and implemented a business process reengineering system for a Corporate Purchasing Division streamlining workflows and improving productivity by 21% in professional areas and 34% in clerical areas saving \$2.3M annually. (*Merrill Lynch, client of A.T. Hudson & Company, Inc.*)

Education**BA/MA, Production Management**

International Academy of Performing Arts

College Preparatory, Professional, Business

Worcester Academy, Worcester, MA

Mentor/Coach for Professional Certifications

PMP and Six Sigma Programs