

Principled and results-driven Project Manager with 17 years' experience leading large scale, highly complex end-to-end project delivery for creative cross-platform media marketing campaigns, software development, and IT infrastructure. Background in waterfall, agile, and hybrid frameworks. Proven ability to create, implement, refine, and sustain efficient operating models. Talented in articulating clear, concise goals to diverse stakeholder audiences, facilitating team development, vendor oversight, and ensuring timely asset delivery within scope throughout project phases. Adept at planning, strategy, forecasting, and executive level reporting. Known for leading cross-functional teams through personal accountability, driving systemic improvements, and tailoring communication to individual stakeholder nuance, goals and personalities.

CORE COMPETENCIES

IT Network Infrastructure | Software Implementation | Work Breakdown Structure (WBS) | Automation | SDLC (Scrum, Kanban) | Web/App Process Optimization | Proactive Planning | Executive Decision Making | Documentation | Forecasting | Templatization | Business Transformation | Finance Management | Cross-Functional Leadership | Agile/Waterfall | API integrations | Strategic Alignment | Lifecycle Management | Profit & Loss (P&L) | Project Management Office (PMO) | Risk Mitigation | RAID/RACI/Gantt Matrices

TECHNICAL SKILLS

Planning/PM: MS Project, Smartsheet, Jira, Confluence, Asana, Notion, Monday.com, Trello, Wrike, Workfront | Collab/Docs: Office 365, SharePoint, OneDrive, Miro, | CRM/Data/Cloud Analytics: Salesforce.com, AWS, Azure, Power BI, SQL, Azure, AWS

PROFESSIONAL EXPERIENCE

IT Infrastructure Project Manager (contract) | NBC Universal | Jan 2023–Present

- Directed park-wide Wi-Fi program and multi-site network upgrades (Super Nintendo World, Harry Potter, Halloween Horror Nights, \$13m Wi-Fi initiative); orchestrating IDF builds, fiber pulls, switching and AP installs; delivered in scope/on budget across 60+ sites.
- Chartered strategic initiative to uplift PMO standards (RACI/RAID/Gantt templates; review cadence) and built prioritization framework using Smartsheet KPI dashboards (criteria, tie-break rules, throughput, critical path, risk posture), improving cross-program visibility and cutting decision latency ~35%.
- Managed CapEx/OpEx planning and monthly variance reporting for network refreshes; informed exec trade-offs on scope, sequencing, and vendor resourcing.
- Translated executive asks into WBS with dependencies, resourcing, and milestones for Network, IOPS, Tech Services, Loss Prevention, and Client Services, improving on-time milestone hit rates for all IDF/MDF and network fiber infrastructure installations, switch stacks, fiber splicing, and low-voltage installs, ensuring dependencies met, risks/resources assessed, and stakeholders aligned on priorities.
- Partnered with Network Engineering to standardize config templates (VLANs, IPs) for Point of Sale (POS) systems, CCTV cameras, Lenel, laptops, phones, and wireless access points (WAPs), reducing rework by ~42%.

Technical Project Manager Consultant (contract) | Prowess Consulting | May 2022–Jan 2023

- Scaled cross-BU delivery for Dell, HP, Intel, and Microsoft by aligning Jira/MS Project/Confluence roadmaps and dependencies across 7 teams.
- Built VP-level stakeholder cadence with narrative status (scope, risk, budget, timeline), accelerating decisions, improving forecast accuracy, and contributing to P&L discussions.
- Drove ~\$920K in new revenue via faster time-to-market and proactive resourcing/prioritization.
- Implemented visual documentation and glossary, converting technical updates to tangible tasks for non-engineering stakeholders.

Technical Project Manager, Scrum Master -> Technical Program Manager | Neustar | May 2019–May 2022

- Led business transformation by scaling agile and software development life cycle (SDLC) governance across product teams for client-facing data/marketing app build.
- Designed sprint/flow cadences and standardized SDLC checkpoints (definition of done (DOD), exit criteria), aligning release planning with business goals.
- Facilitated retrospectives and SDLC checkpoints to identify gaps, mitigate risks, and improve team velocity.
- Implemented information radiators and exec readouts (burnup, scope change, risk posture), keeping all stakeholders aligned and removing blockers and impediments.
- Built templatized Jira dashboards and reporting that are still used by 6 teams for forecasting throughput, cycle time and backlog health, improving average predictability by over 100%.
- Architected Jira system design architecture, projects, and permissions and change control process, improving due dates met by ~50%.

- Drove integrations (Slack, app/cloud, AWS) through Jira/API to retire legacy workflows and lower technical debt; maintained security and compliance posture.
- Authored RFP that led to an enterprise Jira add-on (\$60K), improving auditability and expanding both automation capacity and board configurability for product/engineering teams.
- Maintained stakeholder alignment, financials, and risk mitigation, ensuring optimal scope unity and data security compliance.
- Promoted consistent agile mindset and practices, facilitating continuous improvement via events, ceremonies, tools, story mapping, release trains, retrospectives and incident postmortems (root cause, action items, owners, due dates).
- Cultivated a safe, trusting, and transparent environment, leading to focus on growth, improvement, and team unity.

Digital Project Manager | *Starcom* | Dec 2017–May 2019

- Directed major Lionsgate Theatrical digital media campaigns (\$50M+), defining specs, negotiating spend, and advising optimal ROI.
- Led a 3-developer effort to automate spec-sheet generation via Python, reducing errors & manual work by 75% (~6 hrs/week).
- Coordinated creative, developers, third party contractors, and analysts, monitoring quality and adapting ad spend to performance.
- Facilitated weekly risk/dependency review, streamlining workflows post-acquisition, improving predictability and risk mitigation.

Sr. Project Manager | *Quigley* | Jun 2017–Oct 2017

- Digitized the creative review process via ProofHQ software, eliminating resource waste, with annual cost savings of ~\$80k.
- Managed end-to-end delivery of cross-platform advertising campaign deliverables for enterprise clients (Chase, United, Marriott).

Project Manager -> Sr. Project Manager | *Grizzard* | Sept 2015–Jun 2017

- Appointed by VP of Operations to lead merger SOP optimization, streamlining operations and accelerating PMO synergy.
- Absorbed digital producer workload during transition, avoiding hiring lag and preserving delivery SLAs across 42 clients.
- Led change management initiative, mentoring 35+ colleagues on new SaaS tool, aiding engagement, adoption, and maximum utility.
- Managed 6 indirect teams and a project coordinator; played a key role in quarterly planning for 42 nonprofit clients, while piloting cross-platform creative campaigns across print, digital, web, and OOH media, alleviating teams of excessive or redundant bandwidth.

Project Manager (contract) | *Disney* | Mar 2015–Aug 2015

- Co-led delivery of \$33M D23 Expo (90,000+ attendees): scheduling, content production, contracts, and resource management.

Sr. Project Coordinator | *Walgreens* | Oct 2013–Jan 2014

- Supervised 3 project coordinators to produce and deliver marketing content and flu-shot distribution strategy for 2013–2014 flu season campaign, driving a 3.4% YoY increase in administered flu shots nationwide via content ops calendar + regional targeting.

Event Manager, Brand Ambassador | *Total Event Solutions* | May 2008–Oct 2013

- Delegated on-site logistics, supervising teams of 4–15 on nationwide experiential marketing campaigns, ensuring brand consistency and positive audience engagement for Fortune 500 clients.

AWARDS AND RECOGNITION

- **Outstanding Performance Recognition for New Software Integrations, *Neustar* | 2020**
- **Outstanding Performance Recognition for Jira System Design, *Neustar* | 2019**
- **Publicis HX Innovation Award – Nominee, *Starcom* | 2017**
- **May Recipient: Celebrating Exceptional Efforts, *Grizzard* | 2017**
- **Chief Collaborator of the Year, *Grizzard* | 2016**

CERTIFICATIONS

- **Project Management Professional (PMP) | *Project Management Institute***
- **Certified ScrumMaster (CSM) | *Scrum Alliance***

EDUCATION

- **Master of Business Administration, (MBA) | *Northwestern University* | 2013**
 - **Bachelor of Arts in Communication, Bachelor of Arts in Classical History | *University of Massachusetts Amherst* | 2011**
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