JANE SMITH

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PROJECT MANAGER

AREAS OF EMPHASIS: GATHERING REQUIREMENTS, IT IMPLEMENTATIONS, END-USER TRAINING

IT Project Manager with 13 years of industry experience seeking a new opportunity. Extensive experience creating and executing business and process improvements, defining business requirements, scheduling deliverables and tasks, and managing Information Technology projects from inception to execution. Well-developed skills leading cross-functional teams, developing and managing budgets, facilitating end-user training, and creating and analyzing reports. Dedicated leader with excellent written and verbal communication skills and a proven track record of success completing complex technical projects on time and within budget in a high-stress environment. *Master of Business Administration from the University of Dallas; Project Management Certificate in progress.*

AREAS OF EXPERTISE

Project Management	Compiling & Delivering Reports	Analyzing Data, Policies & Processes
Strategic Planning	Implementing Process Improvements	End-User Training
Developing & Monitoring Budgets	Leading Cross-Functional Teams	Ensuring State & Federal Compliance

EDUCATION

UNIVERSITY OF TEXAS RICHARDSON, Richardson, Texas
Project Management Certificate, 2016

UNIVERSITY OF DALLAS, Irving, Texas
Master of Business Administration in IT Project Management, 2002

ST. EDWARD'S UNIVERSITY, Austin, Texas
Bachelor of Arts in Communications, Cum Laude, 2000

PROFESSIONAL EXPERIENCE

ABC COMPANY, Scottsdale, AZ   January 2007 – April 2014
IT Project Manager / Business Analyst (August 2011 – February 2014)

- Managed all aspects of a technology-migration project to upgrade from Oracle 11i to R12. Planned, coordinated, and supervised the project.
- Gathered business and functional requirements, defined project scope, developed timelines, scheduled deliverables, and assigned tasks.
- Led cross-functional teams of more than 30 employees across the globe, including developers, DBAs, IT and business executives, end-users, testing teams, training teams, business readiness teams, and other IT project and program managers.
- Ensured proper resources and training to complete projects on time and within budget.
- Held approval authority over change requests, formal technical documents, contractor assignments, and deployment decisions.
- Created status updates, business requirements documents, and technical documents.
- Presented weekly status updates to executive management; tracked and reported on project milestones.
- Determined business requirements and developed, tested, and deployed solutions. Performed system tests to ensure proper implementation.
- Compiled and maintained master project plans and led small-scale project efforts.
- Analyzed processes and procedures, identified areas of improvement, and implemented solutions. Used new technology to improve business processes.
- Planned, coordinated, and supervised all aspects integration between Dell and Perot financial systems after Dell's acquisition of Perot Systems. Served as a subject matter expert.
- Created and maintained files, records, and databases used for tracking and reporting.

Key Accomplishments

- Led the 1st module with all test scripts passed or ran with no server defects on or before deadline.
- Created a document approval matrix used across the project team to define approvers across various technical documents.
- Recommissioned numerous custom reports, reducing additional development effort.
- Performed a tax needs assessment that led to the Golden Tax Project for Fiscal Year 2014, the company's first tax project not part of a large roadmap. Resolved numerous tax compliance issues.

Finance Product Manager/Project Manager (January 2007 – August 2011)

- Defined and executed IT strategies and objectives of ONESOURCE, a transactional tax management system, used to determine, calculate, and record indirect tax, sales tax, use tax, value added tax, excise tax, and other industry-specific taxes and fees.
- Led cross-functional teams of more than 30 employees across the globe, including developers, DBAs, IT and business executives, end-users, testing teams, training teams, business readiness teams, and other IT project and program managers.
- Performed process change management; led system configuration, end-user training, user-acceptance testing, and orchestration planning.
- Gathered, defined, and documented business and system requirements. Developed technical design solutions for the integration of more than 15 interfaces.
- Created training materials, and led end-user training sessions.
- Presented weekly status updates to executive management.
- Created user-acceptance testing policies, and prepared and executed test scripts.
- Developed, tested, and deployed solutions based on business requirements. Performed system tests to ensure proper implementation.
- Analyzed processes and procedures, identified areas of improvement, and implemented solutions.
- Created and maintained files, records, and databases used for tracking and reporting.

Key Accomplishments

- Resolved compliance issues with Trading Out of Territory by building special transeditors, reducing or eliminating fines and penalties.
- Received 2 "On the Spot" awards.
- Developed and implemented a Learning Library to house IT and business-related texts for team-member use.
- Completed two project lifecycles using SDLC for Americas and the Europe, Middle East, and Africa regions.

DELOITTE, Dallas, TX   September 2000 – January 2007
Senior Consultant

- Configured, tested, and supported implementations of GlobalAdvantage, a web-based expatriate management tool. Worked closely with clients in the United States, United Kingdom, Hong Kong, and India.
- Planned, coordinated, and executed the transition of an international human resource department from a legacy expatriate management system to the proprietary system. Created Request for Proposals and Statements of Work.
- Implemented needs assessment, gap analysis, data collection and conversion, system configuration, audit verification, process re-engineering, and post-production support.
- Developed and deployed training materials and manuals; facilitated and led multi-day training sessions.

Key Accomplishments

- Instrumental in establishing a resource office in Hyderabad, India, that grew from 50 to 13,000 team members.
- Promoted to Consultant and Senior Consultant during tenure.

COMPUTER SKILLS

Microsoft Share Point, Microsoft Project, HP Quality Center, Microsoft Visual Studio, Microsoft Test Manager