

## CANDIDATE RESUME

### PROFESSIONAL SUMMARY

The candidate is PMP and CSM certified with 20 years of the background in PLM (Product Lifecycle Management), SCM (Supply Chain Management) and Workforce Management enterprise software applications. The candidate has consulting experience in leading clients in process transformation, design, configuration and validation implementation methodology. The candidate possesses exceptional organizational, managerial and professional services selling skills with an entrepreneurial spirit.

The candidate is experienced in managing complex project implementations involving cross-functional subject matter experts.

The candidate is skilled in managing expectations, business acumen, consulting acumen, relationship building, organizational readiness and solving business related pain points for client stakeholders.

The candidate demonstrated a strong understanding of Consulting and the Professional Services Practice, with deep experience in financial analysis and analytics with respect to Professional Services business.

The candidate possesses direct experience in building optimal Services Organizational Structures.

### PROFESSIONAL EXPERIENCE

#### VICE PRESIDENT, PROFESSIONAL SERVICES

2016 - 2019

- Managed all activities related to Professional Services Operations.
- Built Sales Training LMS (Learning Management System) within Professional Services.
- Conducted consulting services offerings with Sales subscription-based selling campaigns.
- PMO Lead, Customer Success and De-escalation Management
- Built the RMO from ground-up to staff projects at the right time with the right resource with the right skills to ensure project and customer success.
- Reduced bench-time of Consultants by 20%

#### PROGRAM MANAGER, PROFESSIONAL SERVICES

2005 - 2016

- Managed complex project implementations involving cross-functional subject matter experts.
- Planned, directed and led software implementation projects for clients.
- Defined and documented client vision and transformation strategies.
- Leveraged governance models that aided in executing on vision and realizing business value.
- Identified new business opportunities at clients' sites.
- Generated services growth within the current projects by selling incremental services.
- Worked closely with software Sales to craft comprehensive account plans and strategies.
- Managed financials of the project including cost, revenue, margin and investment.
- Authored multi-million-dollar Professional Services SOW's
- Mentored 6 Direct Report PM's

#### PROJECT MANAGER

1998 - 2005

- Built from ground-up a PMO (Program Management Office), launched Operations including all tools and working methods for deployment.
- Conducted supply chain management launch and implementation services for an e-Commerce b2bBuyer platform and Logistic functions to Ford Motor Company.
- Directed cross-functional teams made of Business Analysts, IT, System Admins, Adoption Specialists, Operations and Finance.

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<b>EDUCATION</b>	<b>MICHIGAN STATE UNIVERSITY</b>	<b>1991</b>
	Bachelor of Business Management	
	<b>PROJECT MANAGEMENT INSTITUTE</b>	<b>2004</b>
	PMP	
	<b>SCRUMVERSITY</b>	<b>2020</b>
	CSM	

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**SKILLS**

- Trusted Advisor
  - Agile Methodology
  - Risk Management
  - Resource Planning
  - Business Development
  - Team Leadership
  - Quality Assurance
  - Consulting Skills
  - Facilitation
  - Account Management
  - P&L Responsibility
  - Governance
  - Waterfall Methodology
  - Planning
  - Customer Satisfaction
  - Client Transformation
  - Adoption
  - Technical Support
  - Analytical Skills
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