

CANDIDATE RESUME

PROFESSIONAL SUMMARY

7 years experience in the Resource Management Professional Services field.
Salesforce and Microsoft Dynamics CRM and NetSuite Open Air admin user and on a year-long implementation project for PSA transformation.
Extremely organized and results-oriented.
Passion for people and process, along with a certification as a Resource Management Certified Professional (RMCP)[®], maximizing utilization and project profitability.

PROFESSIONAL EXPERIENCE

DIRECTOR OF OPERATIONS

2018 - 2020

- Recruited, trained and supervised a team of 20 direct reports.
- Budgeted for annual training of staff, planned capacity, and oversaw delivery quality through weekly Red/Amber project reviews.
- Formulated strategic and operational objectives to improve efficiency of day-to-day staffing activities such as overhauling reports and application fields in views in NetSuite Open Air system.
- Examined financial data and used it to improve profitability of each project and resource assigned.
- Identified ways to increase quality of customer services including surveying and analyzing customer and project manager feedback at the completion of each project.

RESOURCE MANAGER

2013 - 2018

- Performed resource planning and allocation for 400 resources based on skills, experience, availability and project budget.
- Delivered successful 12-month project transitioning PSA systems as a Resource Management representative in a cross-functional, global business team.
- Supported project managers in ongoing resource management efforts, correcting employee overutilization, providing a change of resource or additional resources as necessary, and balancing uneven workloads.
- Delivered presentations to executive leadership on capacity, skills gaps, and training initiatives in Quarterly Business Reviews which resulted in adjustments to business strategy and revenue stability.
- Represented the company on a multi-company speaking panel at the RMI Symposium as a leader in the Resource Management profession.

RESOURCE COORDINATOR

2004 - 2013

- Lead collaborative product engineering discussions, coordinated action items, and team deliverables designating roles and responsibilities to team members.
- Learned and implemented SharePoint sites for the project teams and backed up data.
- Prepared financial statements, reports, memos, invoices, letters and other documents.
- Coordinated multiple projects with competing deadlines, navigating internal infrastructure and employing corporate culture and operational knowledge to overcome challenges and advance project goals for team of 20 tax professionals.

EDUCATION	VANGUARD UNIVERSITY OF SOUTHERN CALIFORNIA	2002
	Bachelor of Business Management	
	RESOURCE MANAGEMENT INSTITUTE	2014
	Resource Management Certified Professional	

- SKILLS**
- RMCP Certified
 - Microsoft Teams
 - Slack
 - Zoom
 - Microsoft Project
 - Microsoft, SharePoint
 - Microsoft Vision
 - Microsoft Dynamics
 - Microsoft Office Suite
 - Salesforce CRM
 - ITBM Resource Management
 - Tableau
 - Apple MacOS
 - Windows OS
 - NetSuite Open Air
 - Resource allocation
 - Capacity planning
 - People management
 - Virtual team leadership
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PROFESSIONAL SUMMARY

The candidate is a certified Resource Management Professional (RMCP®) with deep experience exceeding profitability and resource utilization targets for professional services organizations. The candidate is an expert at building Global Resource Management Offices/Programs and consistently recruited into roles due to implementing entire profitable solutions based on rules of engagement, best practices, and governance.

PROFESSIONAL EXPERIENCE

DIRECTOR, RESOURCE MANAGEMENT

2019 - 2020

- Selected to lead Global RMO team of 4 resource managers in Americas (50% as individual contributor), EMEA, and APAC.
- Streamlined processes during company merger to create best practices; created new organizational structure after staff doubled due to merger.
- Managed partner/sub-contractor teams to align skill demand/supply and negotiate rates to maximize margin.
- Assessed volume of regional demand versus supply.
- Implemented new skills inventory across global field.
- Member of Global Professional Services (PS) Leadership Team: contributor to strategize organizational goals, process.

SENIOR RESOURCE MANAGER

2014 - 2019

- Recruited into the company to create Worldwide Centralized Resource Management Office (RMO). Produced impactful RMO metrics including forecast versus actual results, hot skills, skills gaps, and engagement categories sold.
- Created centralized RM methodology across globe; increased utilization to 70% from 55%-60%. Performed complete assessment of processes. Implemented processes, rules of engagement, global prioritization, and metrics.
- Achieved \$1.6M in annual savings.
- Worked with SVP to transform non-profitable PS organization to 30%+ margin.

SENIOR RESOURCE ANALYST

2007 - 2014

- Recruited to create Worldwide Centralized Staffing model to optimize global capacity across geographical regions. Managed staffing projects, utilization, and capacity for 200+ internal and partner resources.
- Increased average utilization by 15%. Implemented Global Centralized Resource Management Office. Assessed existing business processes and incorporated new processes, methodology, weekly cadence, and metric creation.
- Successfully selected, qualified, and managed partner network for subcontracting opportunities on the company's engagements. Negotiated contracts for partner subcontracting agreements including off-shore and near-shore.

EDUCATION **MICHIGAN STATE UNIVERSITY**

Bachelor of Arts

SKILLS

- Professional Services (maximize margins and utilization)
 - Vendor Management
 - Team Leader
 - Governance
 - Resource Management Office Implementation
 - Data Analytics and Metric Creation
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