

IT Infrastructure Change Management / Project Manager

Strategically agile infrastructure and application change and project manager with solid history devising/executing robust strategies, introducing change, and guiding transition, to strengthen IT infrastructure and deliver successful outcomes.

Transition expert successful in completing projects and directing cross-functional teams to solve complex project issues, while meeting deadlines within budgetary and time constraints. Calm/efficient with success in devising long and short-term plans for end-to-end infrastructure projects and technologies rollout. Provides an analysis, a set of recommendations, and a formidable action plan for meeting the needs and requirements of information technology projects. An articulate communicator focused on building relationships across business lines to drive positive change. Exceptional organizational skills and ability to deal with difficult situations.

Career Highlights

- Change Management service design and process owner/practitioner for multiple clients.
- Leading and managing a series of large enterprise transformation projects .
- Leading and managing a score of operational level projects.
- Program leadership team member for large managed service provider.
- Owner of VAR providing hardware as well as networking and consulting services.
- Partner and business manager in a talent placement agency in a tough competitive environment.

Professional Experience

Ardagh Group

Practice Owner, Change Manager and Project Management

Change Manager including process design, ServiceNow administration, 3rd party vendor management 2022 - Present

Key Achievements:

- Serving as Change Manager for SAP and non SAP Application landscape as well as Infrastructure for North America and then facilitated the transition to a global IT organization.
- Instrumental in the transition for Change Management to a single global instance of ServiceNow. Performed process design and creation of plans for policy, procedure and governance. As part of the global instance configuration, performed user acceptance testing, identifying major gaps to achieve operational excellence. Guided the change and release service for the organization through some very difficult periods when sunseting the North American instance due to financial constraints before the global instance was working with intended behaviors.
- ServiceNow operational administration as well as 3rd party vendor management for development work.
- Served as Scrum Master for the sprints and releases of enhancements and defects.
- Project Manager for a ServiceNow upgrade from San Diego to Utah

Unisys Corporation

Change Management Service Design, Owner/Practitioner, Project, and Transition Manager

Change Manager including service design and facilitating release and deployment management. 2010-2020

Key Achievements:

- Implemented Change Management for 15,000+ users in a 24x7x365 environment. Steered successful transition of teams out of silos, with little management support. Through influence, persistence, effectively selling the value proposition fully anchored Change Management into the programs culture where no formal Change Management previously existed. Integrated Change, Problem, Incident and Configuration Management.
- Attained ITIL maturity rating of 4.5 by process optimization, consistency across the lifecycle, with well-defined control limits, delivering predictable outcomes.
- Integrated Change and Release and Deployment with SharePoint increasing continual improvement frequency and cross functional collaboration.

Project Manager for multiple transformation projects in large enterprise environments

Key Projects:

- **2008–2010 - Project Manager, Enterprise Transformation, at City of Chicago:** Addressed a severe staff constraint for a Novell/GroupWise to Microsoft /Exchange migration for 15K users across 250+ locations, by transforming project activity into operational activity in addition to leveraging automation processes and an extensive co-existence strategy.
- **2005 - Project Consultant, at Wrigley Company:** Consultant to get a derailed Novel to Microsoft migration project back on track. Implemented a gated roadmap process to remediate locations discovered to not be in the presumed / migratable state. Used 2 existing staff as remediation support. The approach minimized delay and cost to address the missed risk.
- **2002-2003 - Project Manager, Administrative Network Upgrade, at Chicago Transit Authority:** all file servers/mail system. Achieved a repeatable migration process with zero planning time by developing the process in motion at low risk locations.

Transition Management. Remedy to ServiceNow Transition & Team Trainer

2019

- Accelerated transition to meet financial targets by ensuring effective task prioritization and optimizing activity sequencing to meet milestones. In some cases, strategically moving pre-transition activity to post-transition as a schedule compression tactic to meet an imposed cutover deadline with minimal negative impact to the desired outcome.
- Developed team training materials found to be out of scope in the ServiceNow build project and delivered the training as part of transition with no impact to cost or schedule. Quickly achieved before migration level of service, resulting in rapid realization of the new benefits intended by the initiative.

Additional Experience

Project Manager BP Amoco Platform Migration, Chicago, Tulsa, **FMPS / CHIPPS** (financial management and payroll system) rollout. **LAN Desk** Implementation for multiple agencies | **TASI** (Time / Attendance System Implementation) (Standard Parking) Consultant to fix broken project, set up structure / methodology and hand off to a line manager for implementation.

Team Lead for Multiple Government Projects comprising of **IRIS** (Integrated Revenue Information System) rollout | **Streets & San, Water, Sewers** Relocation Management | **Fax Press** implementation (Mayor's Office) | **Windows System Policies** – Streets & San, Auto Pounds, Fleet Management | **VMART** (Vehicle tracking system) rollout | **Cultural Affairs** Building IT infrastructure build out.

Scheduler and master planner for **SAN** Migration and **Oracle RAC** migration.

Education

Attended 2 years for Engineering | University of Illinois-Chicago Circle Campus, Chicago, IL
Bachelor of Arts, Communications | Columbia College, Chicago, IL

Certification

ITIL 3 and 4 Foundation Certified

ITIL Service Transition Certified

Project Management Professional (PMP)

Privately trained in Microsoft Project by Ellen Lehnert, Author and Microsoft Project MVP, PMP, MCP.

Areas of Expertise

◆ ITSM Service Design and Transition ◆ Change Management Practitioner ◆ ITSM Process Owner ◆ Large Scale Migrations and Deployments ◆ Communication ◆ Customer Engagement ◆ Strategic Planning & Execution ◆ Modeling, Scheduling, Visual Reporting and Earned Value in Microsoft Project ◆ Team Building & Leadership ◆ Process Improvement ◆ ServiceNow Administration