

I manage multiple complex projects utilizing relationship-building and targeted communication strategies, meeting clients where they are and guiding them in their journey to become effective and efficient.

KEY HIGHLIGHTS

- Experienced business analyst, project, and people manager, with proficiency in learning new systems quickly with an improvement and optimization mindset.
- Leads medium to large level internal and external projects with business value \$500K-\$1M, utilizing a professional and people centric approach, with large teams in multiple cross-functionalities and locales.
- Manage simultaneous national projects utilizing waterfall and Scrum Agile Framework (SAFe) project management methodologies, guiding teams through organizational complexity toward new capabilities.
- Manage \$11M revenue budgets, staff, and large-scale client-facing events, streamlining operations through process optimization and Lean Six Sigma methodologies.
- Systems include Azure DevOps / TFS, BluePumpkin / Verint, Cognos, Coupa, CRMs, CVENT, Kronos, Microsoft Dynamics / AX, Oracle, SAP, SharePoint, Siebel, SmartSheets, Power BI, Power Platform, WonderBotz

PROFESSIONAL CERTIFICATIONS

- Project Management Professional, Project Management Institute (2012)
- Lean / Design for Six-Sigma Black Belt Certification, AVETA Business Institute (2014, 2020)
- Certified Scrum Master, Scrum Alliance (2016)

PROFESSIONAL EXPERIENCE

SENIOR CONSULTANT

MARCH 2022 – JUNE 2023

ERNST & YOUNG – HOUSTON, TX

- Trained team on best practices within Azure DevOps for future use in client-facing projects
- Managed projects for clients within the computer software industry to establish a leading Microsoft Power Platform Center for Excellence utilizing best practice Governance and Environment Strategies
- Managed internal projects to streamline new client opportunity intake and valuation utilizing Power Platform and other Microsoft Dynamics software to ensure scalable UI and UX (User Interface and User Experience)
- Lead for Client Opportunity pipeline management, preparing Statement of Work, Valuation, Conflict of Interest approvals, and client facing presentations
- Led internal initiatives to streamline internal artifacts, accelerators, and documentation as part of a “Center for Enablement” to reduce hours required to complete future projects successfully
- Led two Employee Resource Groups, and member of the EY Houston Diversity, Equity, and Inclusion Council

PROJECT MANAGEMENT CONSULTANT

AUGUST 2021 – FEBRUARY 2022

SERVICE CORPORATION INTERNATIONAL – HOUSTON, TX

- Oversaw elicitation and evaluation of client business requirements and subsequent development of automation solutions in accounting using cutting-edge artificial intelligence technology
- Managed infrastructure / configuration delays to ensure minimized risk to transition and re-shoring activities
- Utilized hybrid waterfall and agile methodologies to execute on bifurcated work-streams simultaneously
- Created User-Acceptance Testing (UAT) test cases for Artificial Intelligence rules with minimal intervention from testers and high emphasis on data validation and max capacity volume limitations

PROJECT MANAGEMENT CONSULTANT

JULY 2020 – JULY 2021

NRG– HOUSTON, TX

- Managed team of business analysts to streamline and integrate 36 work-streams within 9-month timeline
- Guided business analysts to review additional optimization and streamline opportunities
- Provided 1:1 coaching on Business Analysis, Project Management, and Lean-Six Sigma Process Optimization techniques
- Resolved high-risk project roadblocks with project stakeholders while maintaining key relationships

SR. MANAGER – BUSINESS OPERATIONS / OPTIMIZATION

JANUARY 2017 – JULY 2020

DIRECT ENERGY – HOUSTON, TX

- Recovered \$2.1M in undetected accounts receivable through contract analysis
- Managed contracts and relationships, optimized operations and generated >\$6M in P&L rebate targets
- Increased rebate revenue by \$1.3M through increased member participation and vendor engagement
- Removed risk exposure and financial liabilities through operational efficiencies, including Accounts Receivable and Accounts Payable recalibration
- Developed quarterly reports, reconciled vendor payments, managed member expectations, presented budgets, forecasts, and cost-saving solutions to executives

SR. BUSINESS ANALYST / PROJECT MANAGER

OCTOBER 2014 – JANUARY 2017

DIRECT ENERGY – HOUSTON, TX

- Managed exploratory projects & new product launches valued >\$1M
- Successfully deployed new product functionality in Texas and New England markets as Project Manager and Business Analyst
- Facilitated cross-functional business requirements gathering sessions using Waterfall & Agile Methodologies
- Defined and created processes and all corresponding process documentation including process maps/flows, business rules and policy
- Created and led UAT, including definition, review, and execution

SUPERVISOR – BUSINESS ANALYST

JANUARY 2007 – SEPTEMBER 2014

NRG – HOUSTON, TX

- Hired as a Payroll Analyst, progressing to Business Analyst, Project Manager, and Supervisor
- Managed C&I Projects >\$500K, including Contract Automation Expansion & Operations Overhaul as both Project Manager and Business Analyst
- Reduced Operating Costs by >\$350K per year using automation and Lean Six-Sigma Methodologies
- Reduced workload in Payroll by 500% through data analysis and automation
- Shepherd minor enhancements of Siebel system, and new business processes, to fit needs of C&I Operations, from Business Requirements to UAT, deployment, and client training
- Built databases for data maintenance and organization-level performance tracking
- Trained direct reports in Project Management and Lean Six Sigma methodologies

EDUCATION

UNIVERSITY OF HOUSTON – Houston, TX; Bachelor of Business Administration (BBA), in progress

Areas of Study: Organizational Leadership, Accounting, Human Resource Management, Business Ethics