

Nicole Fina-Patel, PMP, CSM

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PROFESSIONAL SUMMARY

Strategic and results-driven Senior Project Manager with 6+ years of experience leading IT infrastructure initiatives, including data center rack deployments and end-user compute solutions. Proven track record of delivering complex, enterprise-scale projects on time, within scope, with a strong focus on customer satisfaction. Skilled in stakeholder engagement, cross-functional leadership, and risk management. Recognized for driving continuous improvement, mentoring project managers, and leading high-quality program execution across multiple workstreams.

SKILLS & TOOLS

- Project & Program Management
- Stakeholder Management
- Cross-Functional Leadership
- Waterfall & Agile Methodologies
- Risk & Issue Management
- Process Improvement
- Communication & Collaboration
- Asana Ambassador
- Airtable
- Microsoft Office Suite
- Microsoft Dynamics AX
- Power BI

WORK EXPERIENCE

SHI International Corp | New Jersey

Mar 2017 – Present

Senior Project Manager – Integration Data Center Services (January 2025 – Present)

- Led the development, implementation, and continuous improvement of the PMO's standardized project delivery framework, integrating best practices and ensuring consistent execution across all projects
- Executed infrastructure and rack integration projects across enterprise clients, maintaining a 95%+ on-time delivery rate
- Drove LEAN process improvements, reducing cycle times and increasing throughput by 10%
- Managed multiple related projects under a shared supply chain, ensuring alignment across service tiers and cohesive delivery
- Collaborated with PMO to define, track, and report on quarterly OKRs, improving project accountability and team focus
- Partnered with Business Intelligence teams to create automated dashboards, cutting manual reporting time by 40%
- Served as primary escalation point for client issues and internal blockers, facilitating proactive resolution
- Conducted retrospectives and risk assessments to continuously improve delivery quality and operational maturity
- Mentored junior PMs, enhancing project delivery skills and team effectiveness

Integration Datacenter Services Project Manager (June 2022 – January 2025)

- Spearheaded end-to-end lifecycle of data center infrastructure projects, achieving 90%+ client satisfaction and consistent delivery per established timelines
- Streamlined coordination of equipment arrivals, inventory, and build schedules to ensure smooth project flow, cutting staging delays by 20%
- Regularly provided project updates and risk assessments, adjusting plans to meet shifting priorities
- Facilitated kickoff calls with clients and sales teams, promoting transparency and proactively mitigating potential issues
- Contributed to PMO workflow enhancements and team training initiatives, improving efficiency across projects
- Collaborated with cross-functional teams to streamline logistics and ensure seamless project delivery, reducing idle time by 10%
- Demonstrated foundational knowledge and experience with Agile practices

Integration Center Project Manager (June 2021 – June 2022)

- Managed and delivered end-user compute projects for 12+ enterprise accounts, often concurrently, ensuring 95%+ schedule adherence and strong client satisfaction ratings
- Defined project scope, deliverables, and timelines in collaboration with cross-functional stakeholders, ensuring alignment with business and customer goals
- Overseen multiple workstreams, tracking milestones and resolving roadblocks to maintain consistent project progress
- Built and maintained strong client relationships through proactive communication, expectation management, and project delivery transparency resulting in repeat business and a positive customer experience

Integration Center Project Coordinator (Aug 2019 – June 2021)

- Supported delivery of over 50+ high-volume end-user compute projects by coordinating schedules, tracking milestones, and ensuring documentation accuracy across internal teams and vendors
- Facilitated communication among 5+ internal departments, vendors, and enterprise customers, improving alignment and reducing project delays by 15%
- Documented meeting notes and ensured 100% follow-up on action items, maintaining accurate inventory and milestone tracking that enabled projects to meet established timelines and strengthened accountability
- Assisted with scheduling and logistics for equipment builds and installations, contributing to 95% on-time delivery and reduced scheduling conflicts
- Identified opportunities to streamline internal workflows and contributed to improvements in documentation and task handoff processes

Inside Account Manager (Mar 2017 – Aug 2019)

- Managed client hardware and software needs for multiple enterprise clients, including requirement gathering, procurement coordination, and seamless onboarding, ensuring timely implementation and repeat client business
- Communicated project status, timelines, and best practices to clients, escalating issues when necessary while maintaining full ownership of the implementation process

Walgreens | New Jersey

Dec 2007 – June 2019

Shift Lead Supervisor (Aug 2014 – Mar 2017)

- Provided leadership over shift operations, efficiently maintaining and managing organization of the store and staff to ensure seamless delivery of customer service and sales growth
- Managed store operations consisting of inventory ordering, deliveries, and bookkeeping procedures
- Played a key role in supporting remodeling projects, effectively delegating tasks to the team and monitor progression to ensure alignment with expectations with zero service interruptions

Customer Service Associate & Pharmacy Technician (Dec 2007 – June 2019)

- Delivered exceptional customer service on sales floor and in pharmacy to create a positive experience for guests
- Maintained a commitment to building a high-performing team by training new employees to guide their professional development and skill set growth
- Solved customer problems by providing assistance with placing orders, navigating systems, and locating items in store

Source 4 Teachers | New Jersey

Jan 2013 – June 2015

Substitute Teacher

- Created lesson plans in accordance with curriculum guidelines while maintaining a well-organized classroom to further enriching a positive learning environment
- Earned high marks on evaluations for classroom management and differentiating learning for diverse students

EDUCATION

Fairleigh Dickinson University | Madison, NJ

Graduated: 2014

Master of Arts (MA) in Teaching

Fairleigh Dickinson University | Madison, NJ

Graduated: 2013

Bachelor of Arts (BA) in Psychology

CERTIFICATIONS

- Lean Six Sigma White Belt Certification, 2024
- Certified Scrum Master (CSM), Scrum Alliance, 2024
- Project Management Professional (PMP) – Project Management Institute, 2020
- New Jersey Teacher Certification – CEAS (Grades K-6), 2013