

IT PROJECT MANAGER

AWARDS AND RECOGNITION

Recipient of the Nasdaq CEO Award for excellence in Customer Success and Retention, recognizing my impact on customer satisfaction and loyalty.

BUSINESS STRENGTHS

- Project Management Methodologies – Waterfall, Agile (Scrum, Kanban, SAFe)
- Software Development Life Cycle (SDLC)
- Issue Tracking & Product Support
- Software Implementation
- Risk Management & Issue Resolution
- Cross-Functional Team Leadership
- Stakeholder Management
- Technical & Business Support
- Negotiation & Problem Solving
- Strong Communication & Presentation Skills
- KPI Management & Reporting
- Data Management & IT Governance
- Business Process Analysis & Continuous Improvement
- Quality Assurance

SKILLS

Jira, Asana, Salesforce, Topdesk, Confluence, ServiceNow Clarity, MS Project, Word, Visio, Excel, PowerPoint, SQL Server, MySQL, Power BI, Docker, GRC (SAI360 Bwise), ECM (SharePoint), DWH, SaaS & PaaS Solutions, HTML, CSV, CSS, XML, Azure, AWS

EDUCATION & PROFESSIONAL DEVELOPMENT

- **Associate in Computer Science** - Brookdale Community College, Lincroft, NJ
- **Project Management Professional (PMP)**, Kaizen Technologies – Expected December 27, 2024
- CompTIA Security+ SYO-401
- Cloud Computing Fundamentals
- CISM 2022 – Managing Risk & Security Standards

PROFESSIONAL SUMMARY

Results-oriented Technical Project Manager with 10+ years of experience delivering high-impact projects in the financial industry. Expertise in managing scope, timelines, budgets, and risk to drive seamless cross-functional integration and successful outcomes. Proficient in agile methodologies and stakeholder management, consistently delivering solutions that exceed business objectives.

PROFESSIONAL EXPERIENCE

Sabbatical (06, 2023 – 09, 2024)

After completing my contract with KPMG, I took time off to care for my father until his passing, during which I earned my Project Management certification. I am now eager to re-enter the workforce and apply my skills in a dynamic, growth-oriented environment.

Project Manager / Business Solution (Consultant), *KPMG, Montvale, NJ (01.2022 to 05.2023)*

- Led end-to-end delivery of high-impact projects, including infrastructure migrations, Internal Audit, and Azure DevOps cloud initiatives, ensuring seamless execution and alignment with business goals.
- Directed cross-functional teams, managing both functionally and organizationally aligned resources to achieve project objectives.
- Defined clear responsibilities across teams, driving accountability and ownership of deliverables.
- Developed and implemented proactive risk management plans to identify and mitigate potential issues.
- Aligned resources to key project roles, ensuring the right skills and expertise for successful delivery.
- Managed stakeholder communication and change adoption, ensuring buy-in and support throughout the project lifecycle.

Implementation Project Manager (Consultant), *IMMONLINE, Rahway, NJ (06, 2021- 12, 2021)*

- Managed 18+ monthly projects, overseeing complex software upgrades and data migrations for banking and credit union clients, ensuring smooth transitions with minimal disruption.
- Led the integration of multiple workstreams, delivering unified solutions that met stakeholder requirements.
- Directed project execution from planning to deployment, ensuring seamless integration and implementation.
- Optimized upgrade and configuration processes with technical feedback, reducing rollbacks and technical issues.
- Facilitated cross-functional collaboration to achieve project goals and enhance client satisfaction.
- Streamlined resource allocation and project prioritization using KPIs, ensuring efficient use of resources and alignment with goals.

Implementation Project Manager, *NASDAQ Bwise, NY, NY (10.2012 to 04.2020)*

- Managed multiple IT projects simultaneously, delivering on time, within budget, and ensuring high client satisfaction.
- Oversaw project scope, timelines, and budgets, ensuring alignment with financial and strategic goals. Ensured quality assurance by meeting all change requirements and predefined standards.
- Led cross-functional teams to achieve project milestones and business objectives, while serving as the primary point of contact for effective stakeholder communication.
- Expert in agile project management, delivering successful projects in the financial industry while adapting to evolving needs.
- Represented senior stakeholders, effectively communicating project goals, progress, and risks to executive leadership.
- Exceptional problem-solving and decision-making abilities, with a focus on delivering high-quality results under tight deadlines.