Jason R Davis

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Professional with over 15 years' experience of solid management and delivery experience, including systems integration, technology, and business reengineering, change management, vendor/contract management, platform delivery, risk management, executive reporting, and strategic planning.

Summary of Qualifications

- Extensive experience developing Project plans, Runbooks, Project Charters, Features, Capabilities stories, scope, budget, scheduling, risk mitigation, change management, contingency planning, requirements, deliverables, timelines, work breakdown structures, use cases, test cases, and training needs.
- Strong leadership and team-building skills in a PMO matrix organization with the ability to work effectively with cross-functional, offshore, and client teams.
- Responsible for business analysis and Telephony, IVR, Application, and data migration planning, data collection, and BI Reporting for acquisition, divesture, and merger projects for customers.
- Experienced in Healthcare applications design, mergers and acquisitions, EPIC, EMY, Service Now, Clarity, Cognizant, Avaya, Cisco, and NICE.
- Experienced in RFI / RFP creation, contract negotiation, Bid review / Award, and management of vendors, and subcontractors to project completion.
- Experienced in Telephony, Call flow, IVR design and CRM/HRM integration, cost, and future planning.
- Excellent communication skills: consulting, negotiation, presentation preparation, delivery, and public speaking
- Strong interpersonal and team development acumen, within and across division or company lines
- Solid and diverse experience in Agile development and implementation through management of multiple concurrent and large-scale reengineering and IT projects.
- Experienced in MS Azure Cloud environment builds including, switching, VM Ware, creating clusters, and presenting storage. Also migrating applications to Azure, performance testing, and Backup/Recovery.
- Exceptional problem-solving skills; anticipates and deflects issues while maintaining knowledge of overall business and client trends

Professional Experience

Boeing – Remote   November 2022 to Present
Sr Project Manager
- Develops and manages multiple, complex information technology (IT) project plans and deliverables.
- Provides input to determine complex project scope, schedule, and budget baselines based on understanding the system development lifecycle.
- Negotiates changes to project baselines. Conducts design reviews. Manages the incorporation of quality management systems for IT projects.
- Monitors project deliverables to ensure compliance with quality standards. Identifies and negotiates for necessary resources to meet project goals.
- Develops and executes project communication plans. Leads activities to identify project risks and develop mitigation plans. Identifies the need for vendor-provided products and services. Coordinates and oversees supplier activities.

Environment: Manage subcontractors, MS Project, MS PowerPoint, MS Word, Excel, Service Now, Azure, Azure Dev Ops, GitLab, Jira, VM Ware, IaaS, PaaS, Infrastructure, Dashboard, Reporting, coordinating the delivery of projects, allocating resources, communicating, and managing resources, building relationships, Project planning

Cleveland Clinic – Remote   June 2022 to August 2022
Consultant Program / Project Manager
- Responsible for Program/Projects to support Contact Center Enablement portfolio consisting of large enterprise-wide Cisco Telephony, IVR and Interdeim expansion of CTI integration to EPIC and Verint WFM.

- Manages projects throughout the project lifecycle, from proposal and defining requirements to project planning and implementation, using extensive input from industry and/or business unit subject matter experts.
- Responsible for minimizing disruption of service to the end users and being an escalation point for all issues.
- Tasked to document a robust transition plan and coordinate multiple teams and stakeholders to deliver on the defined transition plan on time and within budget.
- Responsible for reporting status, risk, issues, and program cost savings to senior executives.
- Maintain Service Now Program management and MS Project Plan, RACI, and Risk Log presenting to Senior Leadership.

Environment: Contract negotiation, managing subcontractors, MS Project, MS PowerPoint, MS Word, Excel, Service Now, EPIC, Cisco, Telephony, IVR, VM Ware, IaaS, PaaS, Infrastructure, Dashboard, Reporting, coordinating the delivery of projects, allocating resources, communicating, and managing resources, building relationships, Project planning

Dell Technologies – Remote   September 2021 to August 2022
Consultant Project Manager IV
- Responsible for Financial Force Program/Projects to support and manage a portfolio of 30 customer projects. Infrastructure, switches, Storage, Servers, Isilon, VxRail, Unity, and Azure Cloud stack.
- Manage multiple projects simultaneously, both large and broad in scope. Manages merger, acquisitions, and divestitures projects throughout the project lifecycle, from proposal and defining requirements to project planning and implementation, using extensive input from industry and/or business unit subject matter experts.
- Managed Telco/Infrastructure delivery orders, provisioning, and testing with vendors.
- Responsible for minimizing disruption of service to the end users and being an escalation point for all issues.
- Tasked to document a robust transition plan, and coordinate multiple teams and stakeholders to deliver on the defined transition plan on time and within budget.
- Responsible for reporting status, risk, issues, and program cost savings to senior executives.
- Developed process changes of teams, project schedules, and conducted status meetings.
- Maintain Financial Force Program dashboard and MS Project Plan.

Environment: Contract negotiation, manage subcontractors, MS Project, MS PowerPoint, MS Word, Excel, Service Now, Azure Cloud, VM Ware, EPIC, IaaS, PaaS, Isilon, VxRail, Unity, Infrastructure, Switches, Teradata Financial Force, Dashboard, Reporting, coordinating the delivery of projects, allocating resources, communicating, and managing resources, building relationships, Project planning

City National Bank – Remote   July 2021 to September 2021
Consultant Program Manager
- Under administrative direction, uses extensive knowledge and skills obtained through education and experience to manage multiple projects simultaneously, both large and broad in scope. Manages projects throughout the project lifecycle, from proposal and defining requirements to project planning and implementation, using extensive input from industry and/or business unit subject matter experts.
- Influences strategic direction and develops tactical plans with substantial latitude for independent actions or decisions. Provides comprehensive solutions to complex problems or needs. Maintains extensive contact with internal customers and subject matter experts.
- Responsibilities: Conduct preliminary investigations for all project requests. Reviews requirements, specifications, and testing. Ensures training plans are aligned with organizational priorities, business plans, and objectives. Provides a proactive interface for project stakeholders and senior management teams to ensure business requirements are completely and accurately defined
- Manages such teams throughout the project lifecycle including planning, assigning, scheduling, monitoring, and reviewing project activities, as well as evaluating individual performance upon project completion. Conducts interviews, compiles, and analyzes responses, and creates business cases for projects.
- Participates in root cause analysis to recommend appropriate actions to improve productivity and efficiency. Identifies, defines, and documents complex business and technical requirements, processes, and deliverables.

- Performs project risk assessments by identifying key risk factors, providing effective mitigation strategies, and assigning contingency action plans to both schedules and budgets. Applies established project methodologies to manage projects: uses change control templates and processes, manages time and recording activities using defined scheduling tools, monitors budgets, and coordinates resource acquisition and utilization.

Environment: Contract negotiation, managing subcontractors, MS Project, MS PowerPoint, MS Word, Excel, Service Now, JIRA Kanban, Dashboard, Reporting, coordinating the delivery of projects, allocating resources, communicating, managing resources, Building relationships, Project planning, Middleware projects.

Providence Health – Remote   April 2021 to July 2021
Consultant Project Manager
- Responsible for advising, consulting, and managing several complex projects under a common objective, under a single program (or across several programs). assigned to programs with the highest complexity and broadest breadth - typically at the enterprise-level merger of Providence Health with St Joseph's Hospital.
- Sr. Project/Program Manager is the primary point of contact between business/facility executive leadership and the resource managers of all IS teams and is responsible for engaging executive leadership and communicating the progress of the program.
- facilitate between executive leadership, resource managers of all IS teams, project management, and consulting resources, and will be responsible for engaging executive leadership and communicating the status of the program.
- Sr. Project/Program Manager is accountable for working with and facilitating processes to accomplish complex program objectives, managing change, and resolving issues that span across project teams and departments by planning, organizing, directing, and supervising program activities in a cost-effective and productive manner to achieve customer satisfaction.
- Sr. Project/Program Manager may oversee teams of up to 25-100, ensuring projects related to the program are planned and executed in a manner that supports the Company's Mission and supports integration and collaboration across the health system while meeting the organizational objectives.

Environment: Contract negotiation, managing subcontractors, MS Project, MS PowerPoint, MS Word, Excel, Service Now, Avaya Telephony, Genesys Cloud, EPIC, IaaS, PaaS, JIRA Kanban, HRMS, Dashboard, Reporting, coordinating delivery of application migration to Azure, allocating resources, communicating, and managing resources, building relationships, Business continuity planning

Teradata – Remote   October 2020 to January 2021
Consultant Project Manager
- Responsible for Financial Force Migration Program. To support and manage a global program of work that is seeing the transition of onshore roles to offshore resources
- Manage the organizational changes, training, and responsibilities to ensure a smooth transition.
- Responsible to minimize disruption of service to the end users and be an escalation point for all issues.
- Tasked to document a robust transition plan, and coordinate multiple teams and stakeholders to deliver on the defined transition plan on time and within budget.
- Responsible for reporting status, risk, issues, and program cost savings to senior executives.
- Developed process changes of teams, project schedules, conduct status meetings.
- Maintain Jira Kanban Board and MS Project Plan.

Environment: Contract negotiation, managing subcontractors, MS Project, MS PowerPoint, MS Word, Excel, Service Now, JIRA Kanban, HRMS, Dashboard, Reporting, coordinating the delivery of projects, allocating resources, communicating, and managing resources, building relationships, Tera Data support offshore planning

Providence Health & Services – Remote   February 2020 to June 2020
Consultant Project Manager
- Responsible for advising, consulting, and managing several highly complex projects under a common objective, the merger of Providence Health with St. Joseph's Hospital, under a single program and across several programs.

- Collaborate with business/facility operational leadership, intake, governance teams, and IS groups required to deploy IS services and technology.
- The Primary point of contact between business/facility executive leadership and the resource managers of all IS teams and is responsible for engaging executive leadership and communicating the progress of the program.
- Facilitate between executive leadership, resource managers of all IS teams, project management, and consulting resources, and will be responsible for engaging executive leadership and communicating the status of the program.
- As part of the Azure Cloud Migration Factory team tasked to track decommission of legacy applications, servers, and network infrastructure at multiple data centers as part of a Private / Hybrid Cloud migration project.
- Drove discovery of existing data center estate and plan decommissions after each application is migrated.
- Tasked to document and report cost savings of decommissioned servers, storage, and network equipment for contract negations and reporting to senior executives.
- Developed project decommission schedule, conduct status meetings, and generated reporting using Microsoft Development Operations and Microsoft Power Business Intelligence.
- Tracked 3 party vendor decommissions, device removal, special construction, and other services.

Environment: Contract negotiation, managing subcontractors, MS Azure Application Migration Project. MS Project, MS PowerPoint, MS Power BI, Word, Excel, Service Now, EPIC, HRMS, IaaS, PaaS, Microsoft Azure Cloud Migration, VM Ware, Kubernetes, Citrix, Runbooks, Reporting, coordinating the delivery of projects, allocating Contact Center resources, communicating, and managing resources, building relationships, Project planning.

IBM – Columbia, MO April 2017 to November 2019
Delivery Project / Program Manager
- Managed multiple data center delivery projects concurrently while executing every project on time within budget and scope.
- Managed Private and Hybrid Cloud Migration Projects for large chemical and shipping companies, IBM Cloud, MS Azure, and some AWS integrations.
- Responsible for building teams with both internal offshore resources and third parties/vendors for the flawless execution of Merger projects, for example, Hertz Rental car and DOW Chemical.
- Tasked to develop project scope and objectives, obtain business approval, cost tracking, progress reporting to all relevant stakeholders, and ensure technical feasibility.
- Required to develop a detailed project plan to track progress, ensure resource availability and allocation, and use appropriate verification techniques to manage changes in project scope, schedule, and costs.
- Measure project performance using appropriate systems, tools, and techniques.
- Managed Telco/Infrastructure delivery orders, provisioning, and testing with vendors.
- Manage the relationship with the client and all stakeholders and perform risk management to minimize project risks. Create and maintain comprehensive project documentation

Environment: Manage Infrastructure and development projects, VM Ware, Red Hat, Cognos BI Reporting, Informatica ETL, SQL, Clarity, IaaS, PaaS, SaaS, UCaaS, Agile, AS400, IBM Cloud, AWS Cloud, Azure Cloud, Kubernetes, Project Run Books, HRMS, Change Management, Security Planning and Audits, Data Center, Contact Center, MS Project, MS Word, PowerPoint, Visio, Excel, Lotus Notes, Service Now, Workday, Reporting and financial reporting, invoicing, and PO management.

Kaiser Permanente – Pasadena, CA April 2016 to December 2016
Solution Consultant
- As part of the KPIT Contact Center Services EPP Track. I was tasked to clearly define CRQs, SRs, and business requirements. Translate those requirements into technical design specifications.
- Tasked to analyze and define business requirements and processes as they relate to technology solutions using the agile methodology for software design, development, and integration.
- Responsible for reporting to management and leadership regarding SR and CRQ status.
- Responsible for supporting business leaders in Project planning, data collection, and assisting with requirement development, vendor response, and assessment.

- Experienced in Genesys Cloud CX contact center framework, Private Cloud, Hybrid Cloud, MS Azure, Telco Circuit utilization, IVR design, IR routing, and ancillary application integrations like IVR, Aspect, NICE, Informatica ELS, and SQL.
- Analyze and review planned test strategies and defect closure for hosted Genesys cloud infrastructure.
- Consult on new site telephony design including IVR call flows, IR routing requirements, and PBX design, implementation, and documentation.
- Consulted on Workforce management design, deployment, testing, and support.
- Reviewed contract specifications, SR requirements, and CRQ cost needs assessment.

Environment: Manage project deliverables, Oracle BI Reporting, Agile, MS Project, MS Word, Visio, Excel, Lotus Notes, Informatica ETL, Service Now, EPIC, HRMS, Clarity/NIKU/JIRA, Remedy, Change Management, Genesys Engage, IVR, IR, IaaS, PaaS, SaaS, Microsoft Azure, Reporting and framework.

Premier Building Group – Tucson, AZ   March 2013 to January 2016
Commissioning Manager
- Tasked with Managing the commissioning team including subcontractors, vendors, and testing through project completion.
- Preparation of the Project Quality Plans, Quality Control Plans, and Project Quality Procedures which guarantee compliance with contractual requirements and ISO Standards.
- Utilize a suite of tools to ensure the collection of accurate, timely information and reporting on project metrics supporting business processes including revenue recognition.
- Supported the Project Owner's team consisting of Construction, Engineering, Commissioning, and Quality Assurance with issues resolution and performance testing thru energization and acceptance.
- Provide technical direction or support to installation teams during installation, start-up, testing, system commissioning, or performance monitoring.

Environment: Manage project deliverables, onsite supervision, MS Project, MS Word, Visio, Excel, Outlook, Business Intelligence / NIKU / JIRA, Customer facing, Status, and Reporting.

American Express – Weston, FL   February 2011 to March 2013
Consultant – Project Manager
- Responsible for Data Center application and infrastructure migration, as part of the relocation Project.
- Managed NICE Call recording move to the new Access Center, including telco circuit orders and delivery.
- Managed Avaya Aura move to new Call Center, including Circuit delivery, routing, testing, and CTI testing.
- Managed EMC Storage Array Move as part of the Data Center relocation project. Developed project plans, project budgets, and resource plans/forecasts in a PMO Organization. I directed project activities including objectives, stakeholder reviews, risk management, change control, and communications.
- Utilized a financial suite of tools, to ensure the collection of accurate, timely information and reporting on project progress including financials in Clarity.
- Managed mainframe applications to move to new Lpars as part of the New Data Center building project.
- Managed Application Move and Integration activity of team consisting of Environment build, Virtual Machine sizing, Physical Storage, Application design team, and 3rd party vendors to meet business requirements.
- Responsible for project cost management, developing project milestone schedules, conducting status meetings, and ensuring business requirements are met.
- Interfaced with stakeholders to document Application design, SDLC Audit, and Access center environments to meet functional requirements for successful implementation.

Environment: Agile Methodology, MS Project, Visio, Excel, Word, Cloud, IaaS, PaaS, SaaS, Clarity BI, Remedy, Clarity, Cognos, Share Point, end-to-end application integration, Virtual Machine, MS Dot Net, Application development, SQL, Data Warehouse, Service Now, Workday, EMC, NICE, AVAYA Aura

St Joseph's Hospital – Orange, CA   June 2010 to December 2010
Project Manager
- Responsible for the requirements gathering effort for the expansion of the Hospital Call Center, and Meditech integration to the new Online Hospital Scheduling Application project.
- Established Valid Scheduling Factors including User Patterns, Patient Types, Service Types, Service Requirements, Document Priorities, and Support Services.

- Develop a Capacity Plan based on gathered requirements.
- Managed Data collection needs for Online Hospital Scheduling - Due-Diligence and Vendor Selection Process.
- Managed Requirements gathering for determining approach - Coordinated or Centralized Scheduling Center.
- Established Functional requirements for integration with an automated call distribution system.
- Supported planned changes and vendor selection for implementing Contact Center technologies.

Environment: Project financials, Project Planning, MS Project, Visio, Avaya Aura, EPIC, Meditech, MS Dot Net, Chartmaxx, Remedy, end-to-end application integration, Unified Messaging, IVR, ACD, Voice Portal, Networking, Server/client, QOS, Interallia, CTI, VOIP

Toyota Financial – Torrance, CA   October 2009 to April 2010
Consultant – Business Systems Analyst
- Supported the Oracle BI applications upgrade from Siebel Analytics to OBIEE.
- Tasked to support data center integrations of source systems, Genesys, Nice, Witness, and financial records suite to the Oracle data warehouse.
- Utilize a suite of tools, ensure collection of accurate, timely information, and report on contact center metrics supporting business processes.
- Supported the IQ Analytics team consisting of Siebel Analytics, SQL, and Informatica mapping changes and supporting Genesys Data mart integration to Oracle data warehouse.
- As part of the support team, I was responsible for on-call support and completing support deliverables relating to batching and processes.
- Supported planned changes and implement Access Center technologies, ensuring changes and data recovery plans are followed.

Environment: Project financials, Project Planning, MS Project, Visio, SQL, HP Service Manager, Siebel Analytics BI, Informatica, end-to-end application integration, Unified Messaging, IVR, Avaya, Genesys IR, IVR, Data Mart, Networking, Server/client, QOS, Interallia, CTI, VOIP

ESRI – Redlands, CA
Consultant – Business Analyst   March 2009 to August 2009
- As part of the Project team tasked to implement a new Data warehouse, CRM, and web 2.0 technologies to the existing contact center.
- Develop a comprehensive Business Requirements Document including analysis, and diagrams.
- Responsible to define project requirements both for the business and development.
- Excellent people skills and communication abilities, written and verbal, able to design interview processes, and work with analysts and business owners to document findings in a clear, concise, and easily readable fashion.
- Provided project estimates of time and resources needed to complete a task.
- Worked independently within timelines provided to complete objectives.
- Provided reports of progress to the Program Manager and other interested parties.
- Aware of and experienced with best practices for Business Analysis.

Environment: Manage project, onsite supervision, MS Project, Word, Excel, PowerPoint, SharePoint and Visio, SAP, Salesforce CRM, Drupal, SQL, manage resources, building relationships.

Kaiser Permanente – Pleasanton, CA
Consultant – Business Analyst   November 2008 to January 2009
- Tasked to analyze and define business requirements and processes as they relate to technology solutions using the agile methodology for software design, development, and integration.
- Responsible for migration planning, data collection, assisting with RFP development, response vendor maturity assessment, and Genesys vendor selection.
- Analyzed and planned test strategies for hosted Genesys infrastructure.
- Consulted on Interactive intelligence design, implementation, and document requirements.
- Consulted on Workforce management design, deployment, testing, and support.
- Reviewed contract specifications and codes to determine installation meets contracted requirements.

Environment: Manage project deliverables, onsite supervision, MS Project, MS Dot Net, Lotus Notes, Clarity / NIKU, Remedy, EPIC, Genesys, IVR, and Visio, manage resources, manage project budget.

Siemens – Cypress, CA
Project Manager   January 2008 to August 2008
- Managed large, more complex Building Automation Projects or multiple projects from pre-booking, and cost estimating to customer acceptance. Responsible for contract negotiation and managed subcontractors to project completion.
- Supervised the project team during planning, estimating, design, installation, start-up, commissioning, turnover, and warranty of assigned projects.
- Responsible for overall cost management of projects. Develop project milestone schedule, conduct status meetings, and ensure customer deliverables are met on schedule and under budget
- Provided leadership, vision, and direction for assigned employees including career planning and development, performance reviews, and other activities.
- Obtained bids, vendor selection, device installation, special construction, or other services.
- Utilized a financial suite of tools, ensuring the collection of accurate, timely information and reporting on project progress, materials, billings, collections and payments, and all project records.

Environment: Contract negotiation, managing subcontractors, MS Project, MS PowerPoint, Word, Excel, SAP, Reporting, coordinating the delivery of projects, allocating resources, communicating, and managing resources, building relationships, and Project planning.

Nice Systems, Inc. – Remote
Project Manager   November 2006 to January 2008
- Responsible for Project Charter, Statement of Work (SOW), and Project Plan, along with all related materials, work products, and updates, thru acceptance of call recording implementation.
- Used SDLC methodologies to plan, estimate, and organize the overall implementation of NICE Contact Center products including server hardware, SQL db design, LCR, IVR, and E-911 trunking.
- Responsible for overall cost management of projects. Develop project milestone schedule, conduct status meetings, and ensure customer deliverables are met on schedule and under budget
- Coordinated with and was responsible for working with the Solution teams on implementing solutions to cross-functional systems that require customization and added value services.
- Managed applications through the SDLC, delivery, and customer acceptance. Identified and categorized acceptable levels of risk and potential impact.

Environment: SOW, SDLC, MS Project, Project Plan, manage resources, SQL, Nice Perform DB design, Interaction Analytics, storage center, Avaya, Cisco, Contact Center LCR, IVR, E-911 trunking, networking, Server/Client, CTI, VoIP, manage end-to-end application development, Risk Management, allocating resources.

Siemens – San Jose, CA
Designer – Installation Specialist   December 2000 to July 2006
- Tasked to define scope, develop project plans, project budgets, and resource plans/forecasts; direct project activities, objectives, reviews, risk management, change control processes, and communications.
- Utilized a financial suite of tools, ensuring the collection of accurate, timely information and reporting on project progress including financials.
- Responsible for overall cost management of projects. Develop project milestone schedules, conduct status meetings, and ensure customer deliverables are met on schedule and under budget.
- Responsible for software configuration of integrated voice/data PBX solutions ranging in size from a small single office to enterprise-wide implementations.
- Interfaced with stakeholders to design software and PBX/ACD call center environments to meet functional requirements for successful implementation.
- Designed and configured Siemens Hicom 300, Hicom 150, HiPath 3000, 4000, and 5000 PBX families, Siemens Phone mail and HiPath Expressions UM, IVR, HiPath Pro Center and Agile ACD products, and HiPath Manager/Assistant administration tools.

Environment: Financial suite tools, Project financials, Project Planning, MS Project, SAP, Remedy, Manage resources, Manage project deliverables, end-to-end application integration, PBX, Siemens Hicom 300, 150, HiPath 3000, 4000, 5000 PBX families, UM, IVR, HiPath Pro Center, Agile ACD, Networking, Server/client, QOS, Interallia, CTI, VOIP

EDUCATION

Arizona State University, Tempe, AZ 2023
Master of Science, Information Management – In Progress (Est Completion 2023)
DeVry University, Pomona, CA 2000
Bachelor of Science, Technical Management (concentration Information Systems)
ITT Technical Institute, San Bernardino, CA 1997
Associates of Science, Electronic Engineering Technology

Certifications

Agile Certified Explorer	**IBM Academy – Completion 2017**
Agile Certified Advocate	**IBM Academy – Completion 2017**
Enterprise Design Thinking Practitioner	**IBM Academy – Completion 2017**
MS Azure Fundamentals	**Microsoft – Completion 2022**
SCRUM Fundamentals Certified	**SBOK – In-Progress 2022**