

SENIOR PROGRAM DIRECTOR AND ENGAGEMENT PARTNER

DRIVES IT TRANSFORMATION AND PORTFOLIO MANAGEMENT FOR GLOBAL CLIENTS

High-performance dynamic Certified SAFe Agilist with 20+ years of implementing strategy in tools and approach to drive measurable benefits in the program management and delivery of enterprise business solutions. Technical leadership of Global delivery teams of 100+ staff with domain expertise in Supply Chain, Global Retail, and Healthcare Enterprises. Expert in the strategic visioning, design, and delivery of programs that improve operational performance through a multi-year advisory collaboration with C-Level Executives. Spearheads initiatives that drive cloud transformation and reduction of technical debt. Heavily invested in professional development with an MBA and certifications as a Scrum Master and Supply Chain Expert.

Performance Spotlight: In a Program Leadership role on a \$14M engagement for Cognizant, developed strategies that removed inefficiencies and successfully implemented essential design changes to the Walmart GLS 2.0 WMS system that resolved supply chain gaps for Chile, India, China, Central America, and Japan markets.

PROGRAM LEADERSHIP AND TECHNOLOGY KNOWLEDGE AREAS

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| • Business Strategy/Project Delivery | • IT Strategic & Tactical Planning | • Strategic Advisory |
| • Full Lifecycle Cloud Deployment Roadmap | • Customer Analysis & Insight | • Technology |
| • Program/Project Management | • Business Process Re-Engineering | • IoT, Digital, RFID |
| • Cross-Functional Collaboration | • Team Leadership/Training | • Executive Reporting |
| • Retail and Supply Chain Domain | • Agile Methodology | • PMO Development |
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PROFESSIONAL EXPERIENCE

SPARC GROUP LLC., NY, NY

9/2022-4/2024

PROGRAM MANAGER, CONSULTING ASSIGNMENT THROUGH CYAN 360

Recruited for extensive Retail Industry experience in supply chain integrations for this \$13B fashion industry leader that designs, sources, manufactures, distributes, and markets women's, men's, and kids' apparel for iconic brands.

Notable Contributions:

- Minimized project risk by Introducing daily status meetings for contractors, partners, and staff that prioritized improved communication and kept the project engagements on time and within budget.

- Enhanced the enterprise supply chains and order fulfillment process through the implementation of 3PL integrations for different retailers to the Sparc Brand.

MERKLE, COLUMBIA, MD**8/2021– 9/2022****PROGRAM DIRECTOR**

Hired to implement Salesforce Commerce Cloud, Salesforce OMS solutions, and Adobe experience solutions with program values of up to \$3M for clients of this Customer Experience Management company.

Notable Contributions:

- Improved PMO performance and collaboration by transforming task and project management processes using an enhanced PMO template built with Confluence and Jira.
- Built Customer 360 experiences powered by analytics and AI that drove a richer customer experience.

ADVANCE AUTO PARTS, RALEIGH, NC**12/2020-7/2021****PROGRAM MANAGER, CONSULTING**

Recruited to oversee a three-year \$7M initiative to streamline the Order Management process using IBM Sterling OMS. Strategic contributions included building a OMS roadmap, establishing a governance and communications model for all stakeholders, and introducing a corporate PMO documentation template for Confluence and Jira.

SALLY'S BEAUTY SUPPLY, DENTON, TX**8/2020-10/2020****PROGRAM MANAGER, TRANSFORMATION CONSULTANT- WMS (Warehouse Management System)**

Resolved key issues and gaps in the Manhattan WMS installation process through strategic analysis and collaborations with the Dematic and Manhattan teams that created essential Standard Operating Procedures.

JDA SOFTWARE (BLUE YONDER), SCOTTSDALE, AZ**11/2018-6/2020****SENIOR PROJECT MANAGER, PROFESSIONAL SERVICES, WMS, WLM (Warehouse Labor Management)**

Hired to implement WMS/WLM/TMS modules on-premise and Cloud for retailers in Canada and US.

Notable Contributions:

- Unlocked the potential of labor management(WLM) for our clients to drive employee engagement and performance.
- Partnered with IT and business consultants to achieve customer success in solution development, project governance and charter, project planning, team management, success metrics, and ROI measurements.
- Harnessed the behavioral and data science attributes in WMS to improve Warehouse productivity.

MICHAELS STORES, IRVING, TX**11/2017-11/2018****PROGRAM MANAGER, CONSULTING**

Recruited to integrate Michaels.com (Salesforce Commerce Cloud) to Manhattan OMS, with a \$1.5M program value.

Notable Contributions:

- Defined, designed, developed, and seamlessly integrated Michaels.com to the new Manhattan OMS on Cloud and Manhattan WMOS on-Prem, leading all Joint Application Sessions with cross-functional teams.

CHECKPOINT SYSTEMS, FRAMINGHAM, MA**7/2013-9/2017****RFID-RTLS PROGRAM/DELIVERY MANAGER**

Recruited to manage programs of up to \$3M with a team of 10. Oversaw the RFID/RTLS merchandise visibility/RTLS solution (hosted on-prem, Azure, or AWS) implementation at stores and warehouses for US and European retail clients.

Notable Contributions:

- Consistently met client expectations for delivery and performance using Agile/Scrum project methodology. Collaborated with product teams to enhance road maps and deploy new client-specific features.
- Introduced a strategy to reduce shrinkage and improved merchandise visibility utilizing Power BI.

COGNIZANT TECHNOLOGIES, US, BENTONVILLE, AR,**4/2007-7/2013****SENIOR MANAGER PROJECTS AND PROGRAMS, SENIOR DELIVERY MANAGER**

Hired as a PMO engagement and delivery leader to manage large global IT client programs of up to \$14M with five hybrid teams of 100+ staff, three PMs, and Solution Architects. Created and reviewed client contracts, oversaw P&L and budget, and developed yearly forecasts. Established program governance for different global geographies.

Notable Contributions:

- Reduced project risk by building a high-performance distributed delivery organization of staff and partners through project governance, communications strategy, coaching, training, and established best practices.
- Directed the project team to simplify and create a new order management system and to provide a new Omni Channel Order fulfillment methodology for Basspro using the Sterling OMS Foundation.
- Developed and successfully implemented essential design changes to the Walmart GLS 2.0 WMS system on a \$14M program that resolved gaps for Chile, India, China, Central America, Japan, and Mexico markets.
- Led the project team to simplify and create new order management system and to provide a new Omni Channel Order fulfillment methodology using the Sterling OMS Foundation for Basspro .
- Led the project team to create a customer data warehouse for Sam's club using the MDM tools and Initiate for Sams Club

EARLY CAREER SNAPSHOT:

Delivery Manager, Scintel Technologies, Atlanta, GA

1/2006-3/2007

Technical Project Manager, Delivery Manager, Software Paradigms Int'l, Atlanta, GA

1/2000-11/2005

EDUCATION:

MBA, Georgia State University, GA, 3.9 GPA • Bachelor of Arts (Economics), Mahatma Gandhi University India

Advanced Diploma in Systems Management, NIIT

CERTIFICATIONS: Professional Scrum Master • Certified SAFe® 5 Agilist • Supply Chain Management Fundamentals (series 1, 2 and 3) - Conducted by MIT