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**Senior IT Program & Project Manager  
Project Management Professional (PMP), Certified Scrum Master (CSM) SAFe® Agilist (SA)**

***Strategic IT Program & Project Leader with extensive experience spanning application development, cloud, ERP/CRM, HCM, POS, infrastructure, data, and cybersecurity. Recognized for orchestrating large-scale technology transformations end-to-end from strategy and build through testing, cutover, go-live, hypercare, and long-term adoption while driving measurable business outcomes.***

**Industry & Functional Expertise:**

**Industries:** eCommerce • Hospitality & Global Attractions • Digital • Healthcare • Telecom • Public Sector & Government • Financial Services & Banking • Insurance • Consumer Products • Retail • Health & Fitness • Supply Chain & Logistics • Manufacturing & Distribution

**Functional Areas:** Sales & Marketing • Operations Management • Accounting & Finance • Human Resources • Legal • Data • Supply Chain & Logistics • Customer Experience • Compliance & Risk • Procurement & Vendor Management • IT Operations

**Project and Program Experience:**

**Application Development & SDLC** – Full lifecycle delivery of enterprise software, mobile apps, and product platforms

**eCommerce & POS Rollouts** – Implementation of omnichannel eCommerce platforms and multi-site POS systems

**Cloud Migrations & SaaS Transitions** – AWS, Salesforce, D365, ServiceNow, and hosting modernization

**ERP/CRM Implementations** – Salesforce, D365, and cross-platform integrations to unify operations

**Infrastructure & Network Operations** – Data center setup/decommission, server/network configuration, firewall/security, hardware & OS upgrades

**Database & Data Management** – Database upgrades, data migrations, history conversions, and enterprise data warehousing

**Cybersecurity & Compliance** – SOC 2, HIPAA, ISO, and security-driven infrastructure changes

**API Integrations & Automation** – Connecting enterprise applications, analytics, and workflow tools

**Data, Analytics & Reporting** – PowerBI, EDW, MDM, enterprise portals, and advanced reporting solutions

**Learning, Talent & Human Capital Management Systems –** Selection, configuration, and rollout of LMS (Cornerstone) and enterprise HCM/HRIS platforms (Workday, SAP SuccessFactors, Oracle HCM)

**Healthcare & Regulated Systems** – Health Information Systems and compliance-driven implementations

**Tools / Frameworks:**

**Project Management & AI Tools:** Click-Up, Notion,Asana,Trello, Copilot**,** Monday.com, Smartsheet, Jira, Confluence, Clarity PPM, Workfront, Planview, Eclipse PPM, Microsoft Project, VersionOne, Miro, Figma

**Collaboration & Productivity:** MS Office/Teams, Slack, Zoom, Google Workspace, SharePoint, Documentation/Content Repositories

**Enterprise Platforms & Systems:** Salesforce, ServiceNow, MS Dynamics 365 (D365), Workday, SAP

**Cloud & Infrastructure:** AWS, Microsoft Azure

**Analytics & Reporting:** Power BI, EDW

**Project Delivery Frameworks & Methodologies:** ePMO, PMO,PMBOK/PMI, SDLC, PMLC, Agile (Scrum, SAFe), Waterfall, Kanban, Iterative, Hybrid

**Core Agile Experience:**

**Agile Leadership:** Agile principles and enterprise Agile project management

**Enterprise Transformation:** Large-scale Agile transformations and cross-functional resource alignment

**Planning & Prioritization:** Sprint and iteration planning, backlog grooming, and story point estimation

**Team Rituals:** Daily standups, retrospectives, and Agile team communication best practices

**Facilitation & Conflict Resolution:** Conflict resolution and facilitation of high-performing Agile teams

**Digital Transformation:**

**Technology Modernization –** Led migrations from legacy platforms to modern, cloud-based SaaS systems with mobile-friendly and AI-enabled capabilities

**Process Optimization –** Designed and implemented automated workflows, reducing manual processes and increasing efficiency and accuracy across departments

**Data-Driven Decisions –** Integrated analytics, business intelligence dashboards, and cross-platform data to accelerate insights and improve strategic decision-making

**Customer/End-User Experience –** Enhanced engagement, personalization, and usability through user-focused design, seamless integrations, and optimized service delivery

**Cultural & Organizational Shift –** Partnered with leadership to foster adoption, align teams, and instill agile, digital-first mindsets across the organization

**AI-Enhanced Project Delivery:**

**Generative AI Expertise** – Leveraged AI platforms (ChatGPT, Copilot, Gemini) to automate documentation, streamline planning, and accelerate stakeholder communication across enterprise-scale IT programs.

**Agentic AI Workflows –** Built AI-driven automations that connected project tracking tools (Asana, Jira), communication platforms (Slack, Teams), and reporting dashboards, enabling autonomous task creation, progress monitoring, and stakeholder updates.

**Enterprise AI Strategy –** Evaluated and piloted AI use cases (predictive project health, automated status reporting, resource forecasting, legacy system modernization, customer journey personalization) across IT, Operations, and Marketing, driving adoption and organizational readiness during large-scale implementations.

**Professional Experience:**

[**Pursuit Collection**](https://www.pursuitcollection.com/)

**Senior IT Project Manager / Contractor June 2024 – July 2025**

* Led $20M enterprise-wide SaaS POS transformation across multiple businesses, overseeing end-to-end delivery from discovery, requirements, configuration/customization, testing/UAT, cutover, go-live, and hypercare stabilization
* Facilitated detailed delivery efforts of 50+ stakeholders and cross functional teams (sales/revenue, ops, marketing, website, data, accounting, legal) to build out future state transformation
* Directed API integrations with online travel agencies (OTAs) and OCTO, ensuring real-time data flow across sales, accounting, and operational systems
* Managed data migration activities, ensuring historical transaction and guest records were validated, mapped, and secured in alignment with compliance standards
* Oversaw procurement, configuration, and installation of cloud-connected POS hardware and network infrastructure, ensuring AWS-hosted environments supported scalability and transaction integrity
* Developed end-to-end implementation roadmap that included infrastructure upgrades, guest flow redesign, and integration with analytics/reporting platforms
* Developed and maintained executive-level dashboards / reports that resulted in improved decision-making process for leadership
* Incorporated lessons learned from previous projects, refining processes for future initiatives and enhancing PMO capabilities

**State of** [**Nevada**](https://dcfs.nv.gov/) (Division of Child and Family Services) (Las Vegas, NV)

**Senior IT Program and Project Manager / Contractor Oct 2023 – May 2024**

* Directed $23M statewide implementation of HIPAA-compliant Care Management Entity Program focused on delivering services for children, youth, and young adults ages 3-20 with complex behavioral health needs
* Spearheaded the program build out with Magellan Healthcare going line by line within the final 400+ page RFP + contract to ensure all requirements were traced back to a business or technology solution
* Lead all critical workstreams of website buildout, telecom, call center, FTP data feeds, claims system, real estate & facilities, grievances & appeals intake, marketing materials and reporting
* Oversaw migration and integration of claims and health data between Magellan Healthcare and Nevada state systems
* Coordinated cross-functional teams on API-driven telecom, call center, and website solutions, ensuring alignment with contract and regulatory requirements.
* Provided PMO executive-level reporting on program progress, including dependencies, risks, and compliance across cloud-hosted environments

[**Apex Systems**](https://www.apexsystems.com/) (Las Vegas, NV)

**Senior IT Project Manager / FTE Dec 2021 – Sept 2023**

* Delivered infrastructure modernization projects including server upgrades, network reconfiguration, and AWS-hosted cloud transitions ensuring hardware, software, and networks can support business operations effectively and securely
* Managed backlog of architecture upgrades, software upgrades, replacement of legacy systems, data migrations, system decommissions, on-premises to cloud platforms, setting up new firewalls, internet connectivity, server upgrades, installing new enterprise software, data management, decommission databases and disaster recovery
* Managed full Agile delivery lifecycle of data warehouse initiatives and reporting platforms (PowerBI, EDW), ensuring business readiness and adoption
* Coordinated with internal IT and vendors to troubleshoot integration challenges across applications and data feeds

[**Vogue International a Johnson & Johnson Company**](https://www.jnj.com/tag/vogue-international) (Las Vegas, NV)

**Senior Project & Portfolio Manager / Consultant March 2021 – Dec 2021**

* Directed governance and execution across global (LATAM, EMEA, APAC, North America) innovation ePMO portfolio
* Coordinated, organized, and provided strategic mentorship to the active project portfolio in ways to promote the delivery of the goals and objectives by maximizing the use of resources
* Organized and lead regional stage gate governance and decision-making forums
* Responsible for portfolio management processes, including resource management and Single Source of Truth (SSOT)
* Measured and reported on pipeline and marketplace performance (post-launch)
* Conducted lessons learned, identifying and leading process improvement initiatives
* Responsible for the overall integrity and coherence of the assigned portfolio and supported programs
* Supported the coordination of business planning and prioritization process within the portfolio and pipeline

**Life Time** [**Corporate**](https://www.lifetime.life/) (Minneapolis, MN)

**Senior Portfolio / Program Manager & Process Owner / FTE June 2017 – Dec 2019**

* Managed a $20M+ PMO portfolio, devised roadmaps and continuous improvement processes across IT and business teams
* Spearheaded the enterprise-wide rollout of Life Time’s eCommerce Membership Sales platform and loyalty program
* Led major overhaul and net new eCommerce implementation including ongoing products and services evolution
* Fostered cross-functional collaboration among UX, SEO, product, and tech teams
* Enabled comprehensive customer lifecycle management including upselling and cross-selling capabilities
* Partners with key stakeholders to develop IT roadmaps & drive critical business evolution
* Maintained continuous process improvement and quality reporting and analysis (monthly, quarterly, ad hoc)
* Identified the as-is state and how business processes are performed and the value generated, as well as the pain points that exist to establish solutions to address

[**Best Buy Corporate**](http://www.bestbuy.com) (Minneapolis, MN)

**Senior IT Project Manager & Scrum Master / Consultant May 2014 – June 2017**

* Managed $28M portfolio/program/projects of key business capability delivery across eCommerce, mobility and in-store
* Oversaw eCommerce, mobile, loyalty program, fraud detection and payment system initiatives
* Worked closely with mobile carriers (Verizon, T-Mobile, AT&T, Sprint) to implement ongoing mobility initiatives
* Managed payment security programs including fraud detection, chargeback management, and secure mobile/payment integrations
* Partnered with major carriers to align network security, rollout features, and ensure compliance with industry standards.
* Delivered key enhancements to protect millions of transactions annually.
* Collaborated with mobile carriers to align network compatibility, feature rollouts, and integration
* Delivered key capabilities around chargebacks, suspected fraud, payment transactions and credit card transactions
* Managed e-commerce optimizing functions and overseeing user flow/customer experience
* Managed and worked closely with offshore and nearshore development team members (40+)
* Created and revised/evolved Agile delivery framework with team to ensure time to deliver and quality improved with each sprint
* Responsible for budget forecasts/projections & financial reporting to budget
* Drove successful integrations with internal and external teams, including vendors

[**Kohl’s Department Stores Corporation**](http://www.kohls.com) (Minneapolis, MN)  
**Senior Delivery Manager / Program Manager / FTE Oct 2011 – May 2014**

* Led enterprise-wide high-visibility POS and eCommerce programs and other various projects by defining scope, detailed plan, resource requirements, risks, dependencies, key success factors and post-project KPIs
* Led re-architecture of the POS system - including even-exchange functionality, returns functionality, post-sale adjustment functionality, administration functionality, customer service functionality, non-sale functionality and payments functionality
* Managed offshore/nearshore team of 20+ team members (developers, BA’s, QA, Scrum Master, etc.)
* Implemented successful Agile framework in traditional waterfall environment looking to migrate
* Served as Scrum Master to facilitate and implement successful change from waterfall to agile/hybrid
* Established processes and tools to elicit clear understanding of business & technical requirements
* Validated approach / solution design proposed by collaborating and aligning with stakeholders
* Consolidated / communicated project status and budget information across program portfolio

[**Express Scripts**](http://www.express-scripts.com) (Minneapolis, MN)  
**Senior Program/Project Manager / Consultant**  **June 2013 – January 2014**

* Accountable for divestiture efforts of an enterprise-wide data history migration and system overhaul of a complex legacy health information system to newly acquired system via a merger
* Developed project plans, resource plans, timeline, as well as risk mitigation strategy & contingency plans
* Assigned task ownership while providing leadership and direction to project team members to complete tasks

[**Target Corporation**](http://www.target.com)**/ICF Next** (Minneapolis, MN)

**Senior Program Manager / Consultant Sept 2012 – November 2013**

* Orchestrated national omni-channel campaign delivery
* Delivered critical holiday projects including websites, social media, TV, radio, SEO, email & content management systems
* Worked with account managers and clients to deliver launch plans (scope, goals, deliverables, resources, budget and timing)

[**McGladrey**](https://rsmus.com/)**/RSM** (Minneapolis, MN)  
**Senior Project Manager / Consultant** **July 2011 – October 2011**

* Planned and led enterprise-wide financial accounting divestiture projects by defining scope, creating work-based schedules, mapping-out resource requirements, risks/issues/change management processes, and developing budgets
* Created and executed project work plans and revised as appropriate to meet changing needs and requirements
* Identified resources needed and assigned individual responsibilities
* Managed day-to-day operational aspects of a project and scope

[**General Mills, Inc.**](http://www.generalmills.com) (Minneapolis, MN)

**Senior IT Project Manager / Consultant May 2011 – July 2011**

* Oversaw large-scale web development and digital content transformation programs
* Planned and led projects by defining scope, creating work-based schedules, mapping-out resource requirements, risks/issues/change management processes, and developing budgets
* Led technical project implementations and facilitated high-touch communication among all agency teams—account, user experience, creative, outside vendors and web development (both in-house and offshore)
* Managed 10+ projects simultaneously while aligning project priorities in the context of agency and client expectations

[**Blue Cross Blue Shield of Minnesota**](http://www.bluecrossmn.com/) (Minneapolis, MN)

**Senior Project Manager / Consultant October 2010 – May 2011**

* Led $10M enterprise-wide SaaS Learning Management, Talent Management and Performance Management System
* Drove end-to-end implementation and hypercare activities with vendor Cornerstone OnDemand
* Collaborated with 50+ stakeholders across all functional workstreams, SMEs and vendor partners
* Developed comprehensive project plan to manage project timelines, activities, milestones and deliverables that supported business goals in collaboration with senior leadership & stakeholders
* Identified and managed project dependencies and critical paths to deliver the project on time, within budget and scope
* Set and continually managed project expectations with team members and stakeholders serving as an ongoing liaison

[**Värde Partners**](http://www.varde.com/) (Minneapolis, MN)

**Senior Project Manager / Consultant March 2010 – October 2010**

* Owned the successful delivery of two complex rescue & recovery IT projects including a global illiquid deal management system and an enterprise-wide data warehouse
* Delivered a fully integrated and scalable system with robust reporting capabilities replacing hundreds of thousands of manually maintained Excel spreadsheets
* Evaluated and assessed rescue projects, identified troubled areas, diagnosed situation, determined project needs through best practice intervention

[**Rust Consulting, Inc.**](http://www.rustconsulting.com)(Minneapolis, MN)

**Senior Project Manager / Product Manager / FTE**  **Sept 2006 – February 2010**

* Led the strategic and tactical vision, planning, management & execution of proprietary Claims Management platform using a hybrid of agile and iterative development methodologies
* Drove requirements gathering process and strategic planning for major re/architecture overhaul around web services (SOA), JAVA and Microsoft .NET Framework focused on business process standardization, system integration and workflow integration
* Managed 25MM in company revenue through complex and strategic planning and collaboration with key internal partners
* Lead and managed 8+ projects simultaneously working with various independent cross-functional teams including IT employees, contractors, offshore/global developers and team members remotely through-out the U.S.
* Proactively and routinely identified and managed project scope, budget, cost avoidance, change management, issue resolution, risk management, resources, milestones and critical path analysis
* Oversight and management of 20+ employees of direct reports / shared services (Call Center, Information Technology, and QA)

**Overarching Responsibilities in Agile Project Management / SCRUM Leading:**

* Management of full offshore/onshore SCRUM / Product Team to ensure team is fully aligned daily at a macro/micro level
* Facilitates scrum / agile ceremonies (grooming, sprint planning, retrospectives, daily stand-ups, etc.)
* Enacts change and continuous improvement to increase the productivity of Scrum teams and the quality of deliverables
* Empowers teams to self-organize and grow cross-functionally
* Protect team from over-commitment, manage backlog, prioritize resolution of defects/bugs of all major initiatives
* Meet goals of addressing and resolving issues within 24 hours
* Manage the lifecycle of code development, from ideation to sprints to deployment
* Coordinate and manage code releases and share APIs with other IT groups
* Communicate with other management, engineers, product managers and support specialists on product issues
* Track and communicate team velocity and sprint / release progress

**Education & Certifications:**

* **B.S. Business Administration & Marketing Education** – University of Minnesota
* **Project Management Professional (PMP)** – PMI
* **Scrum Master Certification –** International Scrum Institute
* **SAFe Agilist** – Scaled Agile, Inc.