

# CLIENT NAME

Torrance, California 12345 | 123.456.7890 | rpwsample@gmail.com

## DIRECTOR OF BUSINESS OPERATIONS

### QUALIFICATIONS PROFILE

***Accomplished and forward-thinking senior professional with a proven track record of success in leading and overseeing complex IT projects and business operations.***

Consistent in delivering outstanding results and managing numerous multimillion-dollar projects and programs with a proven track record of on-time and within-budget delivery. Recognized for proficiency in client relations, transformative leadership, strategic business development, and financial stewardship. Expert in driving organizational improvements, fostering sustainable growth, and spearheading development initiatives with a lasting impact. Capable of managing and orchestrating cross-functional teams, ensuring seamless collaborative work to tackle projects of varying scales and complexities. Armed with an excellent leadership style characterized by a dedication to open and effective communication, enabling transparent collaboration and fostering a culture of teamwork that drives success.

### CORE COMPETENCIES

Portfolio Management | Operational Process Improvement | IT Project Life Cycle Management | Budget Administration  
IT Infrastructure and Testing Methods | Productivity Improvement | Data Analysis and Presentation  
Cross-Functional Team Leadership | Financial Management | Risk Mitigation | IT PMO Governance

### PROFESSIONAL EXPERIENCE

#### COMPANY NAME, TORRANCE, CA | JAN 2020–PRESENT

##### Principal Project Manager, 03/2022–Present

- Spearhead successful initiatives through the creation of a positive and innovative environment, leading a dynamic team of Microsoft consultants, offshore resources, and partner staff to fulfill client requirements effectively.
- Drive the overarching project delivery strategy, proactively managing change by applying Agile methodologies and leveraging project management core competencies.
- Establish a commitment to key performance indicators (KPIs) while offering strategic guidance to ensure success and adaptability in the face of high-impact changes throughout the project's lifecycle.
- Ensure the prompt completion and quality of deliverables, tracking agreed-upon metrics across intricate programs by utilizing quality management techniques for data collection, output monitoring, and corrective action implementation.
- Oversee the entire lifecycle of large and intricate projects, optimizing the opportunity to deliver exceptional results which includes reducing the client's operational costs and enhancing efficiencies by implementing best practices in digital transformation for Azure Cloud technologies.

##### Career Highlights:

- ✓ Managed communication as the program communication manager, keeping executive-level stakeholders informed about project health, issues, and financial performance for large, complex deals.
- ✓ Established a structured approach to monitor customer deliverables with Microsoft and global partners.
- ✓ Led efforts to collaborate with global strategic partners, Microsoft experts, and consultants in planning and implementing cloud optimization and modernization technologies that streamline client's IT infrastructure for cloud computing which enhanced business solutions and minimized reliance on physical data centers.
- ✓ Functioned as the principal program manager, responsible for implementing program governance and overseeing successful project execution.
- ✓ Introduced best practices and fostered a customer-centric environment focused on achieving customer satisfaction and delivering top-notch industry solutions, particularly during the migration of approximately 700 applications to the cloud.

##### Senior Project Manager, 01/2020–02/2022

- Leveraged cloud optimization technology and best practices to drive strategic business landscape transformations in large, complex projects. Achieved exceptional results in all aspects of the customer experience.
- Strengthened relationships and coordination with senior-level business and technology decision-makers, facilitating discussions on agility, business value, and end-to-end Microsoft technology projects.
- Demonstrated strong leadership in program and project management, ensuring efficient, on-time, and within-budget project delivery while consistently achieving high customer satisfaction.

# CLIENT NAME

Torrance, California 12345 | 123.456.7890 | rpwsample@gmail.com

- Led cloud optimization initiatives using Agile methodology to simplify client's environment, improve data access, enhance security, and upgrade data centers with Azure Cloud. The total contract value amounted to \$600 million.
- Directed quality assurance and testing for the Cloud Optimization Program, focusing on quality advocacy, resource management, and issue resolution during migration acceptance testing.
- Managed application readiness, reporting, and QA/test metrics for test plans and defect management across all MCS delivery units, implementing effective project governance to enhance quality, reliability, and performance.
- Transitioned to the role of communication program manager in the Cloud Management Office in December 2020. Responsible for communication planning, stakeholder management, status reporting, and content management. Served as a liaison between technical teams and executive stakeholders.
- Maintained and managed shared program-related documentation on Microsoft Teams/SharePoint to conduct thorough analysis and distribution of weekly program status reports to over 1,000 stakeholders, providing updates on various workstreams, program assessments, cloud optimization migrations, testing, and remediation efforts.
- Hosted and facilitated diverse activities, such as the following:
  - *Monthly MAT Townhall attended by testers, test architects, and project managers to share accomplishments; process improvement areas; as well as a review of MAT Entrance Criteria.*
  - *All-hands meeting to orient over 1,000 Microsoft full-time equivalents (FTEs) and GSI partners to give a program update to the executive leadership team on accomplishments, program forecast, technical updates, and panel discussions.*
  - *PMO Project Manager Brown Bag session with 65 participants for the discussion of important topics for the program regarding program governance, training, and tips.*

## Career Highlights

- ✓ Achieved a 90% compliance rate for all applications, ensuring adherence to MAT Entrance Criteria for successful delivery to the client accomplished through meticulous tracking of key milestones and activities for each application during migration.
- ✓ Developed comprehensive test suites and metrics in AzureDev Ops (ADO), including the review of over 2,000 functional test cases. This effort resulted in a 90% pass rate and facilitated the early completion of 90% of applications before the MAT end date, significantly accelerating the migration process.
- ✓ Played a pivotal role in the creation and distribution of more than 75 newsletters, reaching over 2,000 recipients. These newsletters provided crucial updates on breaking news, cloud foundation tools, ADO enhancements, and overall program developments, contributing to program excellence.
- ✓ Collaborated on the development and maintenance of training materials and documentation to support the QA/Test workstream which enabled effective coordination within the team, streamlining client communication through both verbal and written channels.

## COMPANY NAME, TORRANCE, CA | 2003–2020

### Deputy Client Partner Executive, 05/2019–03/2020

- Led various aspects of the project, including business, financial, and client relationships through PMO governance.
- Directed improvements in business processes to ensure efficiency and effective control, emphasizing audit compliance.
- Assumed a pivotal role as the primary service leader to nurture client relationships, set expectations, and ensure overall satisfaction.
- Conducted systematic reviews of all new business proposals, validating requirements and performing cost-revenue analyses based on the client's business plans and objectives, ensuring alignment with project goals.

## Career Highlights

- ✓ Achieved a favorable gross profit by implementing sound financial management practices and meticulously analyzing profit and loss outcomes.
- ✓ Successfully oversaw and managed resources totaling \$50M, providing precise financial forecasts and in-depth analysis. Offered strategic insights and recommendations to facilitate ongoing growth.
- ✓ Formulated a strategic framework for program and project objectives, overseeing performance to ensure the fulfillment of contract requirements and client satisfaction.
- ✓ Demonstrated a track record of excellence by effectively completing all pre-contract sourcing solution activities and ensuring successful post-contract sourcing delivery, delivering high-level results.

### Manager, IT Project Management Office (PMO), 05/2014–01/2019

- Acted as the chief strategist and project leader, overseeing projects, personnel, and technical resources, while also managing PMO governance which involved the preparation and presentation of monthly financial forecasts worth \$50M, as well as handling compliance requests and program reports for c-suite executives and senior leaders.

# CLIENT NAME

Torrance, California 12345 | 123.456.7890 | rpwsample@gmail.com

- Fostered strong partnerships with key stakeholders and clients by evaluating and presenting quality improvements, ensuring the overall success and retention of their projects.
- Collaborated with legal counsel to review contracts, including redlines, changes, and renewals.
- Provided direct support to 10 project managers in managing all aspects of 60 projects within the portfolio.
- Led global delivery teams within the PMO to develop high-quality programs that addressed business challenges and implemented technologies in security, cloud and network optimization, and hardware upgrades or replacements.
- Effectively managed resources totaling \$50M and offered expert guidance to drive continuous business growth.
- Prepared and submitted approximately 600 invoices annually, maintaining a risk and issue rate of less than 3%.

## Career Highlights

- ✓ Achieved significant revenue growth by effectively managing costs and regularly comparing forecasted results to actual revenue figures.
- ✓ Demonstrated consistent performance in delivering projects on time and minimizing risks, utilizing expertise in implementing business plans for disaster recovery, application deployment, system updates, software upgrades, and equipment maintenance.
- ✓ Conducted in-depth analyses that identified problem areas, pinpointed growth opportunities, and facilitated a comprehensive assessment of portfolio health.
- ✓ Spearheaded initiatives to enhance the Project Management Office (PMO), enforcing standards in documentation, developing project templates, improving status reporting, and integrating key performance indicators (KPIs).

## EARLIER CAREER

COMPANY NAME, TORRANCE, CA	IT Program Manager, 3 years
COMPANY NAME, TORRANCE, CA	IT Project Manager   Service Delivery Manager, 5 years
COMPANY NAME, TORRANCE, CA	Manager   Desktop Services/Manager   IT Help Desk, 2 years
COMPANY NAME, TORRANCE, CA	Lead IT Support Specialist, 3 years
COMPANY NAME, TORRANCE, CA	Adjunct Instructor, 4 years

## EDUCATION

**Doctor of Education in Organization Change and Leadership** ☐ In Progress (Expected Completion: May 2025)

University of Name, City and State

**Master of Business Administration in Technology Management**

University of Name, City and State

**Bachelor of Business Administration in Management Information Systems (MIS)**

University of Name, City and State

## PROFESSIONAL DEVELOPMENT

**Project Management Professional (PMP-ACP) Certificate** ☐ Project Management Institute: Aug 2021

**Project Management Professional (PMP) Certificate** ☐ Project Management Institute: Jun 2020 (Valid Until: Jun 2025)

**IT Service Management Certificate** ☐ ITIL Foundation: Microsoft: Apr 2020

Microsoft: AZ900

## PROFESSIONAL AFFILIATIONS

Project Management Institute (PMI)

Technology Education and Literacy in Schools (TEALS)

Toastmasters