

## 1) PM of Technical Document Management System (TDMS) 2007-2008 Project

Provide functionality required to meet requirements and provide updates in support of a more user friendly environment. Key objectives include ease of data transfer, clear consumer and customer data and single point of entry for BOMs, technical plant and product data. Manage implementation of deliverables - product labeling, SAP interfaces, product regulatory compliance, and experimental costing for both Cadbury Beverages/Confectionary globally, ensuring that IT delivers to schedule/budget. (496 Characters)

Project involved 44 deliverables to a global application in support of an enhanced user friendly environment. Key objectives included ease of data transfer, clear consumer and customer data and single point of entry for BOMs, technical plant and product data. Managed the project from initiation, through planning and execution of deliverables. Ensured that monitoring and controlling processes were followed through to closing for each deliverable. The outcome met all customer expectations. (496 Characters)

Project involved development support for a global application designed to create an enhanced user friendly environment with the following objectives: ease of data transfer, data clarity and single point of entry. Led development of scope document and charter. Managed planning, estimating, and scheduling of work packages through execution. Guided monitoring and controlling processes through closing. Documented lessons learned for each phase. The outcome met all key stakeholder expectations. (500 Characters)

## 2) PM of Concur Travel and Expense Upgrade Project.

Project involves upgrading the current version of hosted solution to benefit the Americas region. Scope includes functional and technical design/deployment of a software upgrade, interfaces to corporate card providers, banking, and SAP ledger systems. Ensure implementation of new Concur ReportNet service and associated data exchange. Manage functional/technical resources, partnering with Concur, for knowledge transfer throughout the project life cycle to effect transition to support. (490 Characters)

Project involved upgrading the current Concur T&E hosted solution. Scope included design and deployment of the solution, interfaces to corporate card providers, banking, ledger systems and installation of ReportNet service. Managed functional/technical resources from project initiation through planning and execution of deliverables, following monitoring and controlling processes through to closing. The successful outcome increased customer satisfaction in the use of the upgraded application. (499 Characters)

Project involved upgrading a T&E tracking application and installation of a reporting system. Managed development of project charter and scope document. Identified customer deliverables and developed resource estimates. Managed functional/technical resources from team acquisition and development through verification of deliverables. Directed monitoring and controlling processes through closing. The successful outcome increased customer satisfaction in the use of the upgraded application. (497 Characters)

### 3) PM of Warehouse Management System (WMS) Pipestone Warehouse Project.

Project objective was to relocate existing warehouse in Arlington, Texas to new distribution center in Dallas. Key deliverables were to integrate two existing SAP systems with new RF technology and associated interfaces to legacy systems. Managed initiation/planning phases to develop estimates and identify resources required for the project. Provided guidance to Infrastructure PM and technical resources with preparation of cost estimates and presentations to management. (477 Characters)

Project objective was to develop cost estimates and a plan to relocate an existing warehouse to new, larger distribution center. Key deliverables were to integrate two existing SAP systems with new RF technology and associated interfaces to legacy systems. Managed functional and technical resources from initiation through planning, executing, monitoring and controlling through to closing of the initiative. The successful outcome was the presentation of the team findings to senior management. (499 Characters)

Project objective was to develop a plan to integrate existing systems with RF technology to support relocation of a major warehouse. Guided development of scope statement and identified major risks. Managed functional and technical resources in planning and development of work package estimates. Guided execution of tasks while monitoring and controlling schedule and costs and updating the project plan. The successful outcome was the presentation of the team findings to senior management. (495 Characters)

### 4) PM of Exchange Program Project.

Project involved migration from current Lotus Notes environment to Microsoft Exchange Mail. Scope included identification of outsourcing/hosting provider. The role of the provider would be to manage the future state of the proposed messaging environment once in place and functional. Key objective was to award the selected vendor with a 3 year agreement for the provision of Messaging Services. Managed PMO activities for the project with emphasis on planning, resourcing and financial reporting. (500 Characters)

Project involved migration from current Lotus Notes system to Microsoft Exchange Mail. Scope included identification of hosting provider. Key objective was to award the selected vendor with a 3 year agreement for the provision of Messaging Services and support and partnership in migration activities. Managed project initiation activities, planning and execution of deliverables, monitoring and controlling through project closing. The successful outcome was migration 10K of global users. (493 Characters)

Project involved evaluation and selection of service providers to support email migration. Led development of a project charter and guided supplier selection activities. Acquired project team members. Defined work packages and guided monitoring and controlling of execution tasks ensure timely completion of all deliverables. Directed quality assurance processes and documented lessons learned after each phase. Successful outcome included on-schedule global migration of 10,000 users. (490 Characters)

## 5) PM of Consumer Relations Enhanced Reporting Project

Project involved deployment of Siebel Analytics solution to satisfy business objectives by providing timely, customized reports of consumer complaints leading to enhanced productivity for Cadbury Marketing staff. Managed delivery of third party solution consistent with CS global technology standards specifications. Provided guidance to offshore provider (TCS) to deploy solution, database installation, provide end user training, Knowledge transfer to internal support staff and documentation. (498 Characters)

Project involved deployment of Siebel Analytics solution to satisfy business objectives by providing timely, customized reports of consumer complaints leading to enhanced productivity for Cadbury Marketing staff. Managed initiation activities, planning and execution of deliverables. Used appropriate monitoring and controlling processes through project closing, providing direction to offshore provider (TCS) and business resources. The outcome succeeded in exceeding all customer objectives. (495 Characters)

Project involved deployment of customer relationship management application to satisfy business objectives including customized reports for consumer complaints. Managed development of project scope and charter documents. Identified resources to complete work packages. Acquired project team members. Guided implementation of a disciplined schedule control process to ensure timely completion of tasks by suppliers. Captured lessons learned. The project was completed successfully on schedule. (498 Characters)

## 6) Shared Business Services (SBS) North America (NA) Backlog Project

Managed development resources to deliver 15 unique work orders specific to enhancements associated with SAP financial processes and reporting. Objective to implement deliverables considered business critical with extreme time/cost constraints prior to a production freeze of three months that was mandatory for completion of another project. Managed contractor/FTE resources to deliver within short timeframes and minimal budget. Deliverables met business expectations for schedule and cost. (494 Characters)

Managed development resources to deliver 15 unique work orders specific to enhancements for SAP financial processes and reporting. Objective was to implement deliverables considered business critical with extreme time/cost constraints. Managed contractor/FTE resources from initiation activities, planning and execution to deliver within short timeframes and minimal budget. Utilized Monitoring and controlling processes through project closing to successfully meet business expectations. (500 Characters)

Project involved delivery of enhancements for financial reporting systems to meet business mission critical objectives. Guided definition of the scope, acquired team members, and led the project kick-off meeting. Identified and selected suppliers for procured services. Directed communications with key stakeholders to manage expectations and maximize satisfaction with deliverables. Guided monitoring and controlling processes through planning, execution and closing to achieve objectives. (494 Characters)

## 7) PM of Application Architecture Project

Project involved creation of an Applications go-forward strategy and guiding principles to assist in decisions to build, buy or modify application solutions in support of the business. Guided resources in providing data/information on existing applications, numbering in the hundreds, that supported on-going business processes in the Americas. Managed this information gathering and developed presentations for senior management and other IT groups to utilize in development of future strategies. (499 Characters)

Project involved creation of an Applications strategy in support of decisions to build, buy or modify solutions for the business. Directed resources from project initiation, planning, and execution in providing data on hundreds of applications supporting the business in the Americas. Applied monitoring and controlling processes to manage information gathering through closing. The successful outcome delivered data and presentation materials to senior management for strategy development. (492 Characters)

Project involved creation of an overall strategy to build, buy, or modify IT applications for the business. Directed detailed scope definition, identified key stakeholders, guided development of the work breakdown structure, and managed on-schedule execution of work packages. Directed monitoring and controlling activities ensure timely collection of lessons learned through closing. The successful outcome included on-schedule completion and very positive feedback from senior management. (491 Characters)

## 8) PM of WalMart Retail Link Project

Project involved implementation of Vision Chain analytical reporting utilizing WalMart data to provide analytical processing for report template/briefings. Data provided through customized reports and web based data deployment while being scalable and hierarchical for both local and external users globally. Objective was to manage deployment partnering with Vision Change vendor, internal IT and business resources through project, phases ensuring project delivery on schedule and on budget. (495 Characters)

Project involved installation of Vision Chain analytics for WalMart data enhancing report template/briefings using customized reports and web based data while being scalable and hierarchical for local and external users globally. Objective was the installation of the solution. Managed the vendor, internal IT and business resources from project initiation, planning and execution, following monitoring and controlling processes to closing. The outcomes met business expectations for the system. (497 Characters)

Project involved installation of a major application using customized reports and web interface for local and external users with primary objective being on-time installation. After guiding review of scope definition, identified risks and developed response plans to ensure timely completion. Managed vendor relationships and ensured resolution of issues uncovered in monitoring and controlling processes. Outcomes included on-time completion with key stakeholders expressing their satisfaction. (498 Characters)

## 9) Financial Consolidation Project Initial Scope

Project viewed as a “coping strategy” prior to full SAP implementation of all CSAB entities to address the initial area identified for full consolidation of CSAB Financials - Cost Center/Indirect Expense Reporting. Key objective was providing management the means to analyze & identify the benefits realized from a recent regional restructuring. Managed a team comprised of IT and business resources to successfully deliver a consolidated reporting solution and process on schedule and budget. (495 Characters)

Project involved consolidating financial data from two business units for Indirect Expense Reporting. Key objective was to provide the capability to analyze and identify the benefits realized from a recent regional restructuring. Managed a team of IT and business resources from project initiation, planning and execution, following monitoring and controlling processes through to closing. The project outcome successfully delivered a consolidated reporting solution and supporting process. (492 Characters)

Project involved consolidating financial data from two business units for reporting. Key objective was to identify benefits realized from a recent restructuring. Identified finance stakeholders. Conducted kick-off meeting for scope approval. Created plan and defined work packages. Managed resources during task execution. Ensured audit compliance using monitoring and controlling processes. Documented lessons learned. Successfully delivered reporting solution and support process on schedule. (499 Characters)

## 10) Citibank – Citi Cards Technology Program

Program involved enterprise wide application development projects within the Citigroup Credit Card business that included Citi Identify Theft Solutions, Customer Scoring and Canada’s Daily Compounding Interest initiative impacting all Canadian Master Card accounts. Objective was to focus on maximizing return on investment utilizing a Software Delivery Life Cycle (SDLC) methodology in alignment with Capability Maturity Model (CMM) goals and objectives for project management and audit compliance. (500 Characters)

Program involved application development within Citigroup’s Credit Card business that included Citi Identify Theft Solutions, Customer Scoring and Canada’s Daily Compounding Interest projects. Objective was to focus on maximizing return on investment. Managed project teams from initiation, planning and executing of deliverables, following strict monitoring and controlling processes established by Audit through to project closings. The outcome was the successful delivery of the solutions. (494 Characters)

Program involved application development for a high-security customer tracking and scoring system with a primary objective of improving overall financial performance. Managed the development of a project charter and scope documents. Defined project requirements and identified resources and roles. Directed completion of critical work packages and obtained stakeholder approvals. Guided monitoring and controlling processes through to closing. Outcome included key stakeholder satisfaction. (495 Characters)