



Grace
Contact: Cathy Kopa
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Professional Experience:

Results-driven executive-level Program Manager/PMP Certified Project Manager with experience as the Portfolio Manager for the Information Technology Services division of a New York City Government Agency responsible for the planning, analysis, design, development, and implementation of enterprise-level technology projects employing **Agile methodology**.

- Expertise delivering end-to-end project management including **planning, scheduling, estimation, budget management**, identifying dependencies, **risk and issue management**, defect remediation, business operations and **managing all project resources**.
- Skilled communicator with experience delivering status reports on major milestones, managing **stakeholder communications** and creating strategic presentations for C-level executives.
- Accomplishments include **leading a program management** team and directing programs in support of the **global program management office**.
- Proven success leading high-performing teams to **deliver innovative solutions** through **managing operations**, managing and improving business processes, product delivery, program milestones and governance structures.
- Expertise in vendor selection and management, systems implementation, **strategic planning, solution design, budgeting, cost control and change management**.

Methodologies	Waterfall, Agile/Scrum
Office Tools	MS Office , MS Suite, MS Project , MS SharePoint, MS PowerPoint
Other Tools	ADP HRMS, Clarity (Niku), JDEdwards SAPR/3, Siebel (CRM), Six Sigma Change Process, SAP, Oracle, Peoplesoft ERP HCM

Education/Certification:

- Master of Public Administration, Bernard Baruch College, New York, NY
- Bachelor of Business in Computer Science, Long Island University, Brooklyn, NY
- **Project Management Professional (PMP)**, Project Management Institute

Professional Experience:

Client: NYC Department of Social Services (DSS), New York, NY Title: Senior Project Manager	Nov 2019 – Jul 2020
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Responsibilities:

- Develop comprehensive project management plans
- Lead the planning and implementation of project
- Facilitate the definition of project scope, goals and deliverables
- Define project tasks and resource requirements
- Track project deliverables using appropriate tools
- Provide management reporting and information dissemination
- Constantly monitor and report on progress of the project to all stakeholders
- Present reports defining project progress, problems and solutions

- Work directly with business stakeholders, clients, designers, developers, and engineers to coordinate the building of applications to spec and on time
- Provide project quality assurance
- Develop quality assurance metrics to measure outputs
- Implement and manage project changes and interventions to achieve project outputs

Client: GMCI, New York, NY

2010 – Present

Title: Senior Project Manager/Portfolio Manager

Responsibilities:

- Served as a Portfolio Manager for the Information Technology Services division responsible for managing a **\$20 Million budget**.
- Planned, analyzed, designed, developed, and implemented **Agile projects SDLC programming** for agency operations and **strategic alignment**.
- Responsible for **Senior level reporting** of day-to-day operations.
- Delivered status reports on major milestones, managed **stakeholder communications** and delivered C Suite strategic presentations.
- Responsible for **planning, scheduling, estimation, budget management**, identifying dependencies, risk and issue management, testing severity identification, defect remediation, business operations and resource coaching and training.
- Responsible for **Dashboard compilation** with the agency technology portfolio.
- Distributed and reported information to the division executive teams.
- Served as a Program and Operations liaison on Senior Executive mitigation tactics for budgets and contracts structure.
- Held a Program and Operations liaison role during **budgeting** and **contract structure** during projects.

Client: Citi, New York, NY

2015 – 2018

Title: Program/Project Manager – Senior Vice President

Responsibilities:

- **Led the program management** team and orchestrated initiatives and programs in support of the global program management office.
- Managed and **monitored complex projects** of **\$1 billion** or more in total project budget.
- Served as the **Initiative Program Manager** for **4 project teams** including analysts, development resources and key functional and operations leads.
- **Managed a team** of over **40 PMO resources**, supporting compliance and audit functions.
- Engaged with the Solution Delivery Team for technology and non-technology work efforts including **Project tollgates** and **Executive Steering Committee reporting programs**, ensuring a timely delivery within budget.
- Responsible for oversight with **Vendor Management** including **RFP creation** and review, **Statements of Work**, and **contract review** and **negotiation**.
- Supervised vendor resources supervision for **Agile Scrum** and **Waterfall** technical and non-technical banking work efforts.
- Delivered business capabilities for producing estimates and requirements stipulated by the Federal Depository Insurance Corporation and the Federal Reserve Board and Office of the Comptroller of Currency, including Due Diligence process designs and reviews, Siebel implementation and SAP updating using MS Suite.

Client: METLIFE, New York, NY

2013 – 2015

Title: Deputy Program Manager

Responsibilities:

- Orchestrated the **implementation of operational systems** and procedures in support of investment, treasury, and government relations services.
- Managed and **monitored complex projects** of **\$1 billion** or more in total project budget.
- Served as the **program manager** for **9 project teams** including investment analysts and development

resources.

- Responsible for Program and Project Management including **planning, scheduling, estimation, budget management**, identifying dependencies, issues, risks, testing severity identification, defect remediation, business operations and **resource training**.
- Managed the **change process** and third-party regulator review, development, and implementation for Foreign Markets Conduct.
- Responsible for Compliance and ECommerce projects, updating Clarity (Niku) and MS Suite, SAP, and Oracle Peoplesoft ERP HCM functionality.

Client: Morgan Stanley Smith Barney, New York, NY

2010 – 2013

Title: Senior Project Manager/Vice President

Responsibilities:

- Managed and monitored **complex projects of \$40 million** or more total project budget.
- Served as the **program lead** with **15 staff resources** including business analysts and development resources.
- **Managed million-dollar projects** operation improvement projects while maintaining compliance of management systems, processes, and business environment.
- Led **system design, customization, and Project Management Office (PMO) implementations**.
- Responsible for **training applications** and **business processes** including executive status reporting using SAP and MS Suite.
- Directed usage of third-party **vendor applications** for **equipment procurement**, maintenance of quarterly and **annual reporting** implementing PPM, MS SharePoint, and MS PowerPoint.
- Managed the implementation of Client Reporting.
- Responsible for **business process improvement projects** and re-engineering for optimal requirements and **disaster recovery plans**.
- Led **change management initiatives**.

Client: PricewaterhouseCoopers (PwC), Jersey City, NJ

2008 – 2009

Title: PMO Project Manager

Responsibilities:

- Planned and managed compliance **business implementations** for internal firm services.
- Served as **project lead** for **25 businesses** and technical professionals.
- **Managed million-dollar projects** to improve associate compliance initiatives, including reporting.
- Facilitated PMO and CoE processes including the **development of business cases**.
- Set **project performance standards, resource capacity planning, work breakdown structure tracking**, weekly governance updates and planned vs. actual schedule resolution.
- Managed HRIS project resources including learning and education for the application toolbox, line of services communications, help desk application content, and menu driven instruction development including Project Invision and MS PowerPoint decks for reporting.