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| |  |  | | --- | --- | | **❘** | **Technology Expertise** |   GCP, AWS, Salesforce API, Oracle, ServiceNow, UiPath, Blue Prism, Microsoft SQL, AHA, MS Project, Smartsheet, JIRA, Rally, Microsoft Excel, Tableau, Visio, Lucid Charts, Miro, Mind map, SharePoint   |  |  | | --- | --- | | ❘ | **Areas Of Excellence** |  * 16 years Program Management * 16 + Risk, Issue & Change Management * 9 years Managerial Role * 6 years project management experience * 13 years Cross-Functional Team Management * 7 years Strategic Leadership * 8 years Technology Planning & Roadmap Development * 8 years Digital Transformation * 6 years AWS and GCP Cloud Deployment Application and Data Migration * 7 years DevOps & Agile Methodologies * 13 years Resource Optimization * 2 years ML Experience * 3 years AWS experience * 3 years GCP experience  |  |  | | --- | --- | | ❘ | **Professional Summary** |   As an Agile Technical Delivery Leader and Engagement Director, my ability to steer complex projects beyond delivery objectives and stakeholder expectations through quality stands out. I am known for my ability to motivate and lead teams to achieve exceptional results, including a specialization in building trust and fostering long-term relationships. My approach is marked by a commitment to results, underscored by a strong emphasis on interpersonal respect and team inspiration.   |  |  | | --- | --- | | ❘ | **Work History** |   KR Elixir - *Engagement Director*  Atlanta, GA • 08/2020 - Current  Clients: Equifax, CHC   * **M&A Data Migration**: Led the migration and consolidated 179 million data sets from 6300 sources across five domains to GCP Cloud Platform * **Data Migration Framework**: Defined a Data Migration Framework that reduced lifecycle time from 16 weeks to 4 weeks. * **Business Case Consensus**: Developed and gained approval for $29M Business Case * **On Premise to AWS Cloud Migration:** Led the migration 25TB of health records and Application Modernization for 30K aggregators and medical facilities. * Developed proposals, Statement of Works, and implementation strategies for Client Engagements * Managed multiple simultaneous engagements, ensuring all projects were delivered successfully and on schedule. * Led cross-functional teams to deliver high-quality results for clients across various industries. * Implemented innovative solutions for complex challenges faced by clients during engagements. * Enhanced company reputation through successful execution of high-profile projects that generated positive client feedback and referrals. * Managed budgets for staff operations to keep costs low and maximize profits. * Developed comprehensive project plans to meet clients' goals on time and within budget constraints. * Conducted thorough risk assessments to proactively address potential issues before categorized as issues. * Provided mentorship and guidance to junior staff members, fostering professional growth and development. * Optimized resource allocation based on project requirements, ensuring each team member was utilized efficiently while working at maximum capacity. * Met with clients to understand needs and develop proactive solutions.   Cox Automotive - *Intelligent Automation Leader and Portfolio Manager*  Atlanta, GA • 01/2018 - 07/2020   * **Customer Experience Transformation** Led transformation for Auto Dealer contract order process leveraging Blue Prism and ML to automate workflow; met ROI within 3 months exceeding 3-year Long Range Plan (LRP) savings of $1.5M * **HR Process Improvement:** Created digital workers with ML for HR PTO and time corrections, managing 65K transactions monthly for 65% of workforce and lead to increase of employee satisfaction by 45% through reduced payroll errors. * **Portfolio Management:** Managed portfolio health across technology operations over all investment and P&L budgets for 2018 and 2019 * **Enterprise-Wide Automation Strategy:** Developed and led adoption of expanding automation capabilities, coordinated with 3-year corporate objectives. * **COE Governance**: Created a governance framework that bridged Agile and Plan-Driven methodologies, facilitating seamless cooperation among business and technology stakeholders. * Pioneer of the Intelligent Automation Practice including building out * Monitored and assessed the effectiveness and influence of AI solutions across diverse domains and functions. * Devised and implemented processes and procedures to streamline operations. * Negotiated contracts with vendors and partners, securing favorable terms that aligned with business requirements. * Increased team productivity by streamlining communication and implementing effective program management strategies. * Created and managed program plans, timelines, and budgets * Developed operational strategy and training programs for customer service and operational teams. * Reduced operational expenses by implementing cost-effective solutions and proactively monitoring budgetary allocation. * Built high-performing teams by recruiting top talent and providing ongoing support through professional development programs. * Evaluated employee performance and coached and trained to improve weak areas.   RCG Global Services Inc. - *Technology Program Consultant*  Atlanta, GA • 01/2015 - 12/2017   * Led proposal and delivery of RCG Client Partners, including SVPs and VPs, adopting Agile governance framework for accelerating program delivery. * **Automotive Client**: Financial Roadmap Development: Formulated 6-month release calendar that secured $6M in savings, closely aligned with quarterly financial objectives. * **Automotive Client**: Led enterprise expansion of leveraging and adopting ServiceNow incident and change workflow. * Financial Client: Billing Optimization- Successfully spearheaded implementation and automation of merchant billing system, resulting in 30% increase in processing efficiency and 20% reduction in billing errors. * Designed dashboards and presentations for C-Level Officers across multiple clients. * Developed and delivered quarterly client initiatives, opportunities, and financial views. * Developed product MVP strategy, developed user personas, and performed UAT Testing across multiple clients. * Revenue Growth: Elevated overall client portfolio from $6M to $9M in revenue * Cost Efficiency: Led Process Engineering and Transformational initiatives, resulting in $1M in operational savings and $2M in cost avoidance for Financial Clients. * Team Assessment: Conducted comprehensive review of client's business analyst team. * Ninety-eight percent of recommendations were executed, reducing attrition from 75% to 25% within 6 months. * Championed continuous improvement initiatives throughout enterprise, fostering culture of innovation and excellence in all aspects of technology consulting. * Directed IT services, counseled executives and collaborated with senior management on strategic planning. * Led cross-functional teams with expertise in Java, PL/SQL, Oracle EBS, enterprise security and infrastructure domains. * Led technical upgrade projects for clients by working and coordinating with consultants and developers for integrations. * Managed technology budgets, optimizing expenditures to maximize returns on investment in hardware, software, and services. * Evaluated vendor proposals to select optimal partners based on technical capabilities, cost-effectiveness, and alignment with organizational objectives.   Coca-Cola Enterprises – ***Customer Express (CX)*** Business *Program Manager*  Atlanta, GA • 04/2013 - 12/2014   * Led the definition of the CX product vision, aligning it with the overall business goals, and set clear, measurable objectives. * Assessed technical feasibility, resource requirements, and potential ROI. * Developed CX business canvas, user personas, and pricing strategy. * Created CX detailed product roadmap, outlining key milestones, features, and timelines. * Delivered high-quality results by setting performance metrics and monitoring progress against targets. * Implemented optimization strategies in customer onboarding, resulting in 30% improvement in supply chain efficiency. * Documented briefs, memorandums, and analytical reports for executives. * Partnered with Operations to define CX Business Continuity, Disaster, Maintenance Strategy requirements and implementation strategy. * Identified program obstacles and communicated impacts and defined mitigations to stakeholders. * Streamlined communication channels to facilitate efficient collaboration among team members and stakeholders. * Collaborated with business leadership to set priorities based on business needs, resource capacity and risk exposure. * Managed multiple strategic projects with numerous workstreams. * Coached team members on productivity strategies to accomplish challenging goals. * Managed cross-functional teams for successful project completion within deadlines and budgets. * Established team priorities, maintained schedules, and monitored performance.   InterContinental Hotels Group - *Program Leader*  Alpharetta • 04/2008 - 04/2010, 9/2010-4/2013   * Revenue Reservation System Migration: Orchestrated seamless migration of data centers including Business Continuity and Disaster Recovery planning. * Google Apps Infrastructure Delivery: Spearheaded multi-regional (AMER, APAC & EMEA) integration of Google Apps. * Reduced Infrastructure Technology operational costs by annual savings of $500K and estimated cost avoidance of $3M by 2012. * Expedia-IHG Partnership: In partnership with Executive Sponsor, developed user personas, MVP Strategy, Go-To-Market Strategy and Sales/Customer Training * Implemented inventory push functionality resulting in strategic partnership with Expedia and resulted in $1M in new revenue post-implementation year. * SDLC Committee Leadership: Served as Technical Operations Project Leader, establishing project portfolio governance framework. * Lead the formulation and execution of a thorough project management practice.   Daugherty Business Solutions - *IT Technical Program Manager*  Atlanta, GA • 04/2010 - 09/2010   * Devised and implemented processes and procedures to streamline operations. * Conducted thorough market research and analysis, providing valuable insights for client decision making which led to $6M contract engagement. * Advised clients on change management strategies to ensure smooth transitions during periods of organizational transformation. * Created monthly forecast templates and resource management allocations for approved projects reducing client operational costs by 500K annually. * Supported clients with business analysis, documentation, and data modeling. * Aligned closely with business owners and employees to gather information and gain operational insight. * Created and developed detailed work plans to meet business priorities and deadlines. * Evaluated staff performance and provided coaching to address inefficiencies. * Leveraged technology tools for enhanced project tracking, reporting, and information sharing among team members. * Leveraged project management processes and tools to define and execute projects. * Managed multiple strategic projects with numerous sub-projects and workstreams. * Optimized resource allocation, effectively balancing priorities and managing competing demands. * Established milestones and objectives based on input from functional areas and stakeholders. * Enhanced project visibility with regular status updates, leading to increased stakeholder engagement. * Improved program efficiency by streamlining processes and implementing time-saving solutions. |  | |  |  | | --- | --- | | **❘** | **Skills** |  * Digital Transformation expertise * Cloud Transformation expertise * DevOps Implementation * Compliance and regulations * Product Delivery Life Cycle * Change Management * Strategic Planning * Schedule Management * Risk Mitigation * Data Management * Cost Management * Technical Analysis * Capacity Planning * Agile Methodology * Continuous process improvements * Building high performing teams * Program implementation * Digital Transformation expertise * Cloud Transformation expertise * DevOps Implementation * Compliance and regulations * Change Management * Strategic Planning * Schedule Management * Risk Mitigation * Data Management * Cost Management * Technical Analysis * Capacity Planning * Agile Methodology * Continuous process improvements * Building high performing teams * Program implementation  |  |  | | --- | --- | | ❘ | **Certifications** |  * Project Management Professional * Certified Scrum Master * Safe 6.0 Product Owner Product Manager * Safe 6.0 Lean Portfolio Management * Google Cloud Digital Certification * ServiceNow Certified System Administrator  |  |  | | --- | --- | | ❘ | **Education** |   American InterContinental University  Dunwoody, GA • 09/2000  *Master of Information Technology*  Honors: Cum Laude  Georgia State University  Atlanta, GA • 06/1998  *Bachelor of Arts in English*  Honors: Magna cum Laude |