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Project Management Skills	Significant Positions/Accomplishments
<ul style="list-style-type: none"> • PMP • Risk Management • RUP • SDLC in Mission-Critical Applications • Cost Benefit Analysis • Portfolio Management • Product Selection • Project Post-Mortems • Issue Management/Conflict Resolution/Influence/Negotiation • “Tech Refresh” Servers • Reengineering Business Processes • Launched 23 Products • Application Integration Management • Scope, Schedule, Cost, and Quality • Infrastructure-Mainframe to PC • ISO 9000 • Leadership recognized to resolve Organization, Product and Vendor Challenges • Led mapping the US sites-Europe and Asia –Presented and educated Engineers and Manufacturers over 18 months (Cross-culture sharing) • SDLC - primary methodology for developing new or reengineering projects. • MS Project used for at least 10 Years • Held formal Gate Reviews for each major phase, milestone, or critical function-Risk Management 	<ul style="list-style-type: none"> • Manager to IBM CEO • IT Manager Worldwide Engineering & Manufacturing • Consultant and Manager of PC Company • IT Manager Corporate Strategic Planning • Attended IBM Chairman’s Management Class • Attended Wharton School of Business • Led team to save \$700M per product • Led IT Joint Venture with Ford for Parts Tracking Application • Led IT Joint Venture with GM for Release of Products • Led IT Design and Upgrade of Worldwide Network • Led Development Team for Supercomputer (3090) • Led Development of 23 Mission-Critical Applications • IT Industries: Banking, Manufacturing, Insurance, Service • Created Market Segmentation Technique and Strategy • Managed 7-9 applications simultaneously • Assigned Infrastructure Assistant Vice President 2007 • Programmed networking functions for Network Design Project • Performed network designed for Holiday Inns, American Airlines, Delta and Eastern/Texas Air • Experience as Program Manager and Line Manager is 15 years. (Managed multiple projects.) • 7 years of Banking Experience: Bank of America – 3 years using advanced technology of IBM, ATT, and PacBell, to upgrade engineering, operations, and networking to complement the acquisition of other banks, C&S-Atlanta, and Nations Bank-Mid-Atlantic states. • From IBM to Bank of American, Airline Industry, State Governments, Vendors, recognized for ability to communicate well at every level for the good of the business. References state the ability to win support of teams and be risk-takers. • 5 years of Vendor Management, writing proposals, SOWs, where appropriate, out-sourcing. • With customers, teams, vendors, 3Cs, and line managers, recognized for ability to present and be an SME using convincing facts to audiences. • 3 years were dedicated for Corporate strategic and tactical technical product plans • References state strong analytical skills, analyzes and clear definition of data.

- 1 year of web development in Java/J2EE for Application Processing

Environment for managing projects for 70 programmers and business analysts.

Languages and Software

- Visual Basic, .NET, C++
- MS Project 2005
- MS Excel 2007
- MS Project Server
- Access 2007
- MS PowerPoint 2007
- MS Word 2007
- Web Sphere
- Oracle
- SQL

Education

- Virginia Polytechnic Institute and State University – Applied Math for Engineers
- Wharton School of Business – Executive Program by IBM
- Dale Carnegie Institute Instructor

Affiliations

American Association of University Women (AAUW)
 Women’s Leadership for the United Way Commitment
 Institute of Electrical and Electronic Engineers (IEEE)
 Association of Computing Machinery (ACM)
 Business Process Management User Group (BPM)

PROFESSIONAL EXPERIENCE

August 2008 to Present

Jane Co Project from Risk Management Company

Senior Technology Program Manager

- Developing strategy to resolve \$4M of inconsistent hardware and software for customer environment.
- Negotiate with vendors to obtain functionally applicable products.

June, 2006 to August 2008

Confidential Finance

Senior Technology Program Manager

- Led the management of nine projects ranging from “Tech Refresh” of servers to reengineering of applications, from Oracle to SQL database technology. Each application was challenging with data issues, because of the differences in technology while doing the database migration.
- Design projects to meet business objectives, while leveraging available resources, applications, business processes and tools to produce productive and quality products.

Major team focus is Statement of Work, Visio of data flow, WBS, major milestones, and customized weekly team reports highlighting issues requiring immediate resolution.

- Develop hardware generic template for ordering servers, and a generic project management template for installing custom applications, new security requirements, data migration, testing, installation, and user access. SDLC is used for re-engineered applications.
- Design projects to minimizing the increasing monthly financial losses.
- Produce streamlined processes mitigating economic issues impacting the banking industry.
- Develop creative methodologies to decrease operational costs, while providing better quality customer service.
- Complete all projects on or ahead of schedule and within budget. By creatively using skilled resources, being dedicated to managing detailed tasks, and providing quality resolution of issues, is the solution to every project being successful.
- Provide clear, concise, and positive communications, maximize each team's productivity and minimize project "burn rate". This project development methodology creates relationships with stakeholders and team members at all levels in the organization. This technique for producing nine simultaneous projects demonstrates strong project leadership of 18 to 250 team members, throughout the organizations.

June 2005 to June, 2006

Senior Technology Program Manager

Met Life

- **Led team to identify and document business requirements for a new billing application, which required an upgrade of the Oracle database. The complexity of this IT environment required a separate performance evaluation project to eliminate the concurrent usage of the old and new databases.**
- Led the major conversion initiative.
- Used RUP for project phases, developed a detailed Gantt, including a fortune 500 company as part of the conversion, developed detailed requirements, performed gap analysis, risk analysis and elimination, and customized reporting.
- Selected execution team, as well as vendor for performance analysis.
- Completed a successful conversion effort.

June 2002 to June2005

Senior Technology Program Manager

IBM

- **Market Segmentation: To identify IBM customers, who would need network management solutions, queries were written for the IBM customer database. This generated Ad Hoc Reports, listing qualified customers by area and marketing representative, and was the first case Ad Hoc Reporting. Normally, reporting is standardized reports for managers, analysts, and marketing representatives. This enabled the assigned team and area to be ranked first place for three consecutive years.**
By identifying customers and marketing representatives, it shortened the sale cycle.
- **Corporate Experience: When reporting to the CEO Team Manager, the IT requirements for all business applications were managed: This covered Marketing, Sales, Real Estate, Worldwide Payroll, Benefits, Executive Compensation, Executive Resources, Hardware Requirements, Engineering, Manufacturing, Operations, Research and Development, and Corporate-wide Documents. Led the development of Corporate-Site project plans through installation of solution to resolve business problems.**

Form an engineering and manufacturing team to address the rising cost of manufacturing, because manufacturing was continuously running the original design data with every update from engineering. Using an analytical tool, we found there were only 7 unique bytes of data that needed to be processed when manufacturing a new product line after receiving the original design data. This saved \$700M for each new product.

- **Project Development Status: All projects were developed on schedule and within budget. This was done using Gate methodology, which meant that any major problems or changes in requirements were addressed by stakeholders, lead technical team members, and recognized SMEs in the Corporation. Project dates did change, but there was agreement on the new date to be met. As Project Manager, updates to financials were presented and approved, detailed requirements included changes, and the process flows included new requirements,**
- **Financial and resource Usage: Develop generic templates for the customer's IT environment enables meeting schedules and ease of skill transfer. This covers, ordering and installation of hardware, transfer of hardware with sensitive data between sites, re-engineering of applications, database selection, network upgrades, disaster recovery updates, merging vendor applications with existing applications to put decision-making data at managers' fingertips, and developing new applications. These templates are customer-specific.**
- **Team meetings have agendas, minutes are documented during the meeting, tasks added to project plan to address business and technical problems, major milestones are reviewed and updated with predecessors and associated dates. Webex by Cisco and net meeting are tools used by teams. Hyperlink or common shared drive has all project documentation.**
- **Managed several projects for various clients, including State of FL, MO, Bank of America, Wells Fargo, PaineWebber, Cigna, Mississippi School systems, Holiday Inn, Delta Airline, American Airline, Ford Motor Company, General Motors**
- **Developed hardware and software for a newly built data center, as well as forming strong vendor relations. Wrote Request for Proposals for business process optimization initiatives to integrate new business applications.**
- **Conducted business segmentation and analysis for expanding business operations across IT platforms.**
- **Defined project management tasks for risk mitigation analysis.**
- **Consulted and added risk management software and methodology to initiatives for the worldwide parts and resource tracking application at IBM.**
- **Led the development team installation at IBM and sell of worldwide parts tracking application to Ford.**

1999 to 2002

Consultant

Mentor Technologies (Pre-IPO)

- **Led requirements and market research team to define software growth opportunities for eLearning software.**
- **Defined brand and product strategy for new release of eLearning solutions.**
- **Developed marketing and product launch plans for new assessment products.**
- **Created master project budget and plan.**
- **Defined and executed beta software testing program that resulted in customer references.**
- **Developed applications received excellent press and analyst reviews.**
- **Developed competitive analysis matrix used to segment the market and to formulate segment-specific strategies as input to next generation product plan,**
- **Developed a channel market strategy and supporting services.**

- Built a database to pre-qualify existing customers with related products for targeted marketing programs.
- Eliminated product set based on withdrawal of funding by “Angel” investors.

1998 to 1999

Senior Technology Program Manager/Consultant IBM

- Defined budget and metrics for development, operations, and customer service organizations responsible for development of all IBM PCs, server diagnostics, and remote service (PC phone home) software.
- Implemented tracking and management plan to make sure budgets and quality products were maintained.
- Negotiated with customers to select alpha and beta testing locations.
- Addressed customer issues and concerns as top priority. Provided customer service that allowed PCs to be re-evaluated as originally built.
- Optimized development that resulted in reducing software development expense by 10%. This meant a \$1M savings in hardware and software development, as well as test efforts. Processing cycle time was reduced by 4 weeks.

1989 to 1998

Networking Project Manager IBM

- Defined brand and product strategy for new line of telecommunications software.
- Performed market segmentation using IBM’s customer data base, developed business case, customer profiles, and program status reports for IBM’s router and network management products.
- Developed a channel market strategy, and associated family of services, that were sold in conjunction with these new products.
- Negotiated joint development partnerships in industries ranging from local network vendors to large public utilities.
- Educated the direct sales force and channels by writing and anchored TV and radio broadcasts.
- Built a database to pre-qualify existing customers with related products for target marketing programs.
- Developed custom telecommunications software, network management systems, and associated services and data centers.
- Sold the most custom solutions in 1991.
- Designed and deployed a 24x7 national help desk control center for a transportation freight company.
- Designed, sold, and managed joint development project between the Bank of America, AT&T and IBM. The purpose of this project was to design and implement an integrated; international voice and data network, as well as building and supporting 24x7 data center.
- Closed the \$42 million contract with Bank of America.
- Managed project implementation and delivery with 100 dedicated engineers from IBM and the Bank of America.
- Led the processor development team for the IBM Supercomputer,
- Developed business cases, marketing programs, and strategies for the Supercomputer product line.
- Managed worldwide joint venture with General Electric to deploy IBM’s engineering and manufacturing release system.

- Managed international matrix organization of over 800 programmers and managers, operators and data centers, which were responsible for the development, operation, and sales of information systems applications for worldwide manufacturing facilities.
- Participated in the reengineering effort that reduced the cost of manufacturing by \$700M for each new product.
- Led a team that worked with Ford Motor Company to build a system for tracking worldwide manufacturing parts that was based on IBM's engineers' analysis and design.
- Led task force that evaluated IBM's Information Systems' network capabilities.
- Developed an IS Corporate Strategy and design to support engineering and manufacturing.

Professional Traits

- Creative leader, risk taker, team builder, and results-oriented problem solver.
- Strong communicator, targets the message for technical, business, or executive audiences.
- Excellent written skills as demonstrated by product guides, scripts, and narrator for TV customer testimonials.