

BEN SMITH, PMP

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SENIOR PROGRAM & PROJECT MANAGER

Accomplished PMO leader leveraging business acumen and innovative vision to identify and meet short/long-term operational needs through adoption of processes, strategies, tools, and technologies that create efficiencies and control costs. Strategize and execute projects, initiatives, incentives, and trainings to facilitate transformation and growth in competitive markets/environments. Cultivate team symmetry and drive adherence to industry best practices by effectively communicating with executives, teams, and stakeholders to ensure achievement of all financial goals, KPIs, and benchmarks on a global scale.

CORE STRENGTHS: PROJECT AND PROGRAM MANAGEMENT – AGILE / WATERFALL / SCRUM METHODOLOGIES – PORTFOLIO MANAGEMENT TEAM LEADERSHIP – POLICY DEVELOPMENT – PROCESS IMPROVEMENT – REQUIREMENTS GATHERING – RISK MANAGEMENT – BUSINESS ANALYSIS CHANGE MANAGEMENT – SCHEDULING – BUDGETING – DOCUMENTATION – COMPLIANCE – INFORMATION SECURITY – VENDOR RELATIONS

~ Career Snapshot ~

Heading digital transformation efforts for a program that provides training curriculum in 19 countries.

Managed global projects/programs, leading 15,000 employees in 36 different countries in executing 20,000 contracts.

Captured \$45M in cost savings/cost avoidance through reengineering, training, and expense management efforts.

Directed three-year implementation of cyber complex in India, onboarding 450 new customer service representatives.

Migrated 200+ applications across 20 logical hubs from Sun Solaris to new pSeries platform, yielding \$10M in savings.

PROFESSIONAL OVERVIEW

ABC COMPANY | 2018-PRESENT AGILE PROJECT MANAGER

Provide consulting on Agile programs/projects, road mapping, program increment development, and risk management. Presently directing a cross-functional business and technical team in replacing a legacy Virtual Certification Site with a new portal platform, implementing a historical data solution, and decommissioning redundant software/hardware.

- Head digital transformation team in migrating Franklin Covey from Waterfall to Agile (Scrum, SAFe) for their All Access Pass Portal Program that provides training content for individuals in 19 countries.
- Host weekly meetings to reduce siloed culture and improve cross-team partnership and awareness.
- Included a risk model in weekly management reports to predict story-point delivery and resolve issues.
- Developed and implemented formal project management structure, processes, plans, guides, templates, and artifact repository, running PMO cadence via JIRA and MS Project.

ABC 123 COMPANY | 2000-2017

LEAD PROGRAM MANAGER | SCRUM MASTER/AGILE PROJECT MANAGER | DELIVERY MANAGER – MERGERS & ACQUISITIONS

Provided governance and oversight for technology teams, consolidating work plans, schedules, phases, and budgets (\$20M) into a master program plan; managed contracts, third-party teams, and contractors on all projects.

- Managed PMO and technologies teams on a multi-year, multimillion-dollar project to spin-off Global Business Travel division into a separate business entity. Project impacted 20,000+ contracts with 15,000 employees in 36 different countries.
- Implemented a solution to retrieve and report historical data across 300 applications to be migrated or decommissioned.
- Oversaw datacenter setup, migration, information security, and migration of 500+ applications for 43 legal entities.
- Prioritized work, oversaw reporting, escalations, and alignments, and conducted regular reviews for finance to properly manage operating and capital expenditures, including forecasting and variance analysis.
- Ran Agile PMO using Rally for risks, action items, and daily priorities; trained product owner on backlog grooming, led Sprint planning, reviews, retros, and stand-ups, removed impediments for Dev team, and managed integration work.
- Headed all third party network separation work for circuits and B2B VPNs.