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## CONROD ALEXANDER WALSH

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### MULTIDISCIPLINARY PROJECT AND PROGRAM MANAGEMENT PROFESSIONAL

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Provide proficient Project and Program Management Leadership and Governance with proven results delivering projects from concept through completion within budget, scope and schedule, while demonstrating a thorough understanding of leveraging emerging technologies to exceed productivity, profitability, quality and customer satisfaction.

### PROFESSIONAL PROFILE

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Experienced results oriented professional with extensive Traditional and Agile Project / Program Management, Business Analysis, Business Process Re-engineering and Customer Relationship Management experiences in industries such as Information Technology, Business, Education, Information Technology Staffing and Communications.

### TECHNICAL PROJECT EXPERIENCE

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#### OPERATING SYSTEMS, SOFTWARE, NETWORKING & HARDWARE

- Windows 2000 / 2003 / 2008, 2012 Server, Windows 7/8/10, Vista, XP, NT, 2000, Linux, UNIX, Novell
- Windows Azure, Amazon AWS, Google Cloud, VMware, vSphere / View, Servers, Wi-Fi, LAN/WAN/SAN/NAS configuration and maintenance, Patch Management, Structured cabling, Routers, Hubs, Switches, Desktop, Laptop

#### PROJECT MANAGEMENT TOOLS

- MS Project, Service Now, JIRA, Confluence, Slack, Smartsheet, GitHub, TestRail, Product board, Visio, SharePoint, TFS, EPM, Primavera, Zoho, Prolog, MS Teams, Zoom

#### BUSINESS APPLICATIONS AND BI

- Bullhorn, Dynamics GP, SAP, Oracle E-suite, PeopleSoft, People Admin, Kronos, Tableau, Power BI, Paycom, D2L, Blackboard, Canvas, Cornerstone

#### PRODUCTIVITY TOOLS

- Office 365, Google Suite, Adobe Photoshop, Acrobat, Illustrator, Flash, P.O.S., Quick Books, AutoCAD, Corel Draw

#### TELECOMMUNICATION & INTERNET

- HTML5, XHTML, CSS, Java, JavaScript, PHP, ASP.net, VB, VBScript, My SQL, PostgreSQL, FTP, SMART FTP, DNS, WINS, SMTP, Active Directory, Exchange, I.E., Outlook, Joomla, WordPress, PBX, Avaya, NORTEL, VOIP, Mobile Wireless

### EDUCATIONAL HISTORY

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**Pursuing Master of Science (MSc) – Management Information Systems**, Nova Southeastern University, DAVIE, FLORIDA,

**Bachelor of Technology (BT) - Electrical Engineering Technology**, New York Institute of Technology, NEW YORK, NY

### PROFESSIONAL DEVELOPMENT AND CERTIFICATIONS

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Certified Scrum Master – in progress, 2021  
Lean Six Sigma Black Belt Certification, 2016  
Business Analyst Certification, 2016

Lean Six Sigma Green Belt Certification, 2015  
Project Management Professional (PMP), 2011  
Applied Project Management Master Certificate, 2009

### CORE COMPETENCIES

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| Information Technology and Business Project and Program Management | Business Process Re-engineering | Agile Scrum | Business Analysis | Customer Relationship Management | Budgeting and Negotiations | Communications |

### PROFESSIONAL EXPERIENCE

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#### CLUBSPARK / SPORTLABS TECHNOLOGY LTD.

**Award winning Sports Management Software Company**

**Sr. Project Manager / Scrum Master**

**May 2021 – November 2021**

Drive new SaaS product development initiatives with innovative Agile and Project Management Strategies



- Applied a mix of innovative Agile Principles with traditional proven Project Management Methodologies to create and implement new measurable Scrum and Kanban delivery standards to improve prioritization, product delivery, and resource capacity planning, leading to repeatable successful product releases and increased client satisfaction.
- Directed and led Development teams of SSD, UID, UX, DevOps, Product Owners, Technical Architects, QA and Release personnel through effective technical analysis, requirements gathering, prioritization, backlog grooming, sprint and release planning, epic t-shirt sizing, daily scrum, and sprint retrospective ceremonies.
- Consistently achieved sprint goals by managing budgets and sprint scope, monitoring development tasks, tracking developer progress against user stories, develop burn down charts to assess sprint velocity, managing the overall release, resolving issues, and mitigating risks.
- Provide first level client support for the product support team by analyzing, recreating, and testing reported client issues, resolving, and escalating as required to reduce downtime and issue resolution efficiency.

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### **SIGNATURE CONSULTANTS (FORT LAUDERDALE, FLORIDA)**

#### **Top thirteen nationally ranked Information Technology Staffing Company**

#### **Program / Project Manager / Business Analyst**

**January 2017 – April 2021**

Applied proven and innovative Project Management and Business Process Re-engineering Practices as Program / Project Manager for Enterprise Projects ensuring consistent delivery and support of company's goals and objectives

#### **Hardware and Software Implementation**

- Directed and led the internal project team from Accounts Payable, Finance and IT, utilizing a mixed methodology of Scrum and Disciplined Agile to complete all tasks and deliverables required for Vendor configuration and customization of Workday's Adaptive SaaS Enterprise Planning and Management software to replace manual expense reporting and Budgeting and Forecasting workflows. Project resulted in over 500 person-hour savings, team efficiency while reducing budgeting, forecasting errors, and realizing an initial ROI of \$500,000 annually.
- Working with the Internal Communications Director, led the revamp of the company's Intranet re-design project that included content strategy and audit, UX design, metadata and taxonomy development and vendor selection. Project enhanced internal communication delivery, user experience (UX) and document retrieval efficiency on a new self-service platform designed to maintain and reinforce company values and culture while integrating all key enterprise employee systems.
- Utilized mixed methodologies of Agile and Waterfall to manage and support enterprise-wide projects to upgrade critical CRM, Communication and Financial systems to the latest, most robust advanced versions. This included completely overhauling the end-of-life Great Plains and 1Staff Back Office Accounting and Financial system, end of life Bullhorn S to Bullhorn Novo, including API and Rest API integrations to key systems without any disruption or impact on business continuity.
- Simultaneously managed the Tableau 10.2 reporting software implementation project to utilize data and algorithms to create major reporting visualization capabilities for the enterprise to aid in the analysis of all enterprise operations to enable informed decisions for short term and future growth initiatives.

#### **Strategic Development**

- Under the direction of the Senior VP of Compliance and Risk, led project team of Enterprise Compliance resources in Six Sigma Black Belt Project to proactively revamp and redesign end-to-end business processes for all engagements with largest clients. Developed new standard operating procedures, reporting, automated tracking logs and governance structure and scorecards, to improve efficiency while reducing exposure to critical audit risks and revenue decapitation.
- Collaborating with the Chief Information Officer and Project Management Director, spearheaded the development of a standardized, measurable Project Intake and Change Management process including a Project Management Office (PMO) Draft Framework that resulted in the establishment of Signature Consultants first Project Management Office. The strategic establishment of the PMO revolutionized project prioritization and selection, adopted Project Management Institute and Industry standards, software tools, documents, level of effort planning, resources, project, and development lifecycles, (PMLC, SDLC), conversion to Agile principles (Scrum, Kanban) and a 24-month Enterprise Project Roadmap. This led to improved enterprise project delivery, communication, efficiency, tracking, reporting, resource allocation and a project person-hour savings of \$500,000 annually.
- Provided Project Management Organizational guidance and project support for the Mergers and Acquisition (M&E) and Integration Management Organization (IMO) team of C-Suite members to identify and assess targets and execute LOIs. Built out the detailed best practice process deliverables of targeting, due diligence, recommendation, and integration for the evaluation of potential acquisitions. Organized and guided the



confirmatory due diligence process through scheduled and as-required internal and external meetings to review and document assigned due diligence checklists, responses, and department head deliverables to support recommendations, reduce risk and make go/no-go decisions.

- Performing results analysis of various measure initiatives led to the launch of discovery projects designed to improve business processes and compliance while reducing risk exposure to scheduled and impromptu audits leading to over \$600,000 in savings in the first quarter of 2017.
- Vetted the underutilization of the contract management system by gathering and analyzing current data and software functionality, resulting in the recommendation to utilize company's CRM for contracting and document integration to realize a cost savings of over \$100,000 annually

#### **Business Process Re-engineering**

- Headed Enterprise Delivery Project to optimize and reorganize the Company's 3<sup>rd</sup> Party Sub Vendor / Supplier Management Program with C-level governance and oversight. Project included automating manual systems and processes, developing Learning Management System (LMS) training for new processes, applying advanced analytics and key metrics to measure supplier performance for proactive targeting while implementing new long-term supplier / vendor relationship model (VLM) and strategy.
- Managed Enterprise Sales Development Program to align all critical and transformational business initiatives to company's long-term goals and strategies aimed at developing a new Career Development Program with corresponding training curriculum to promote and retain the highest quality Salespeople.
- Proposed, initiated, and managed Business Continuity and Disaster Recovery project for IT following a near catastrophic data breach. Researched and consulted with Cyber Security, InfoSec vendors and internal IT resources to create an Information Security Management System (ISMS), to prepare, mitigate and recover from potential cyber events and data breaches without any significant disruption to business activity.
- Led cross-functional team to create standardized Project Management and Software Development Lifecycles, Project templates and documents including Project Charter, Business Requirement Documents, Project Intake form, RAID analysis, Risk and Work Breakdown Structure and adoption of a Project Portfolio Management Tool.

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#### **NOVA SOUTHEASTERN UNIVERSITY (FORT LAUDERDALE, FLORIDA)**

##### **Twenty-six thousand student Institution of Higher Learning and Research**

##### **Project Manager / Business Analyst**

**April 2014 – September 2016**

Utilized Agile (Scrum), Waterfall, Iterative, SDLC, ITIL and mixed methodologies to manage and complete major strategic SaaS enterprise size implementation and software development programs and projects

#### **Hardware and Software Implementation**

- Managed Grades First enterprise size SaaS implementation project for Early Alert and Student Retention, coordinating with vendor technical project resources, project sponsor, business units and subject matter experts from relevant functional teams triggering an increase in student retention and revenue while maintaining scope and delivering within budget.
- Planned, executed, and delivered phases one and two of Ellucian's Talent Management Suite Human Capital Management (HCM) and Workforce Management (WFM) software infrastructure project to provide a web based and mobile performance evaluation review application that significantly improved Human Resource Management processes while increasing the level of staff and student satisfaction.
- Simultaneously worked with Human Resources and Payroll teams to direct the implementation and upgrade to the latest version SaaS based Kronos Workforce Management (WFM) and mobile platform, effectively managing change, scope creep and issues resulting in a positive ROI and elimination of paper forms for PTO requests.
- Assigned to cover execution phase of NextGen Electronic Health Record (EHR) upgrade project, tracking task progress, directing internal as well as vendor resources and change control for smooth transition back to responsible PM resulting in an on-time delivery within budget.
- Coordinated and collaborated with vendor's customer success managers and technical project resources, internal business units and subject matter experts from relevant functional teams to implement student early alert and retention application triggering an increase in student retention, enrollment, and revenue.
- Executed procurement and sourcing program consisting of three projects to create dedicated Test and Q/A environments, integrate LDAP with Active Directory and upgrade Ariba from Service pack 11 to 30 to significantly improve procurement service delivery to the University.
- Achieved early completion for CBORD campus card project by implementing a combination of Agile (SCRUM) and ITIL processes to install, test, QA and validate 35 P.O.S. and sixty card reader and physical and virtual server replacements and upgrades, realizing over \$600K in operational savings over a 5-year period.

#### **Business Process Re-engineering**



- Managed Lean Six Sigma Black Belt Process Improvement Project to analyze, document and make recommendations to implement a new Quality standard and Faculty Training Center for Blackboard online course development and production to improve online course quality, higher student retention and increased enrollment.
- Revamped and created new fully automated business process workflows and Business Requirement Documents (BRD) for all employee Human resources processes resulting in the development of new Ellucian Banner Workflow automated processes that reduced processing times and improved the efficiency of Human Resources and Budget approval processes, enhancing employee and student satisfaction.
- Conducted Joint Application development sessions (JAD) with departments and developers to uncover PCI compliance issues, process holes and deficiencies to assist in the determination of implementation of new and / or upgraded TouchNet payment systems for network security infrastructure for full PCI compliance.

#### **Strategic Development**

- Provided guidance to CIO, executive directors, project sponsors, subject matter experts and technical leads to develop statement of work, cost estimates and pragmatic budgets for IT Disaster Recovery.
- Uncovered network security issues through detailed business analysis of business units leading to new network firewall installations in fourteen critical University locations preserving data security.

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#### **KICO NETWORKS (TORONTO, CANADA)**

##### **Structured Cabling and Datacenter Organization**

###### **Infrastructure Project Manager (Contract / 50% Remote)**

**October 2010 – April 2014**

- Planned and executed smooth project launch, execution, and completion by collaborating with build implementation teams to identify and balance internal and external resource allocation, defining and preparing scope of work definition, schedule, and project plan.
- Identified and mitigated project risks, constraints and process holes while collaborating closely with vendor Project Managers, IT architect, engineers, and management team to deliver C\$4M Telecom / Network Infrastructure Build Project ahead of schedule and within budget.
- Prioritized and scheduled project deliverables, guided procurement of required equipment and vendor selection including issuing RFP's, conducting pre bid meetings, bidder's conferences and reviewed SLA's while coordinating with the sponsor, engineering, procurement, build and operations primes.
- Ensured successful data migration by controlling scope, tracking QA and UAT, verifying work performed adhered to standards, including re-inspection as required and communicating project status to teams.

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#### **ALEXCON TECHNOLOGY SERVICES PROVIDER (OCHO RIOS, JAMAICA)**

##### **Clean Energy Management Technologies Company**

###### **Senior Project Manager (Consultant)**

**May 2012 – April 2014**

- Liaised and consulted with business principals and clients to determine business and functional requirements to develop, recommend and propose customized enterprise energy management systems.
- Utilized Lean Six Sigma principles to perform needs assessment and business process improvement to design innovative and strategic plans that significantly reduced utility and operating expenses for medium to enterprise size hospitality businesses, conference hotels and government offices.
- Collaborating with client and internal resources, remotely managed and directed the implementation and deployment of energy management projects reducing risk and high operational cost with the smallest possible carbon footprint resulting in significant expenditure reduction and increased profitability.

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#### **C-RIOS OFFICE SOLUTIONS LTD. (OCHO RIOS, JAMAICA)**

##### **Computer and Network Infrastructure providers**

###### **IT / Business Project Manager**

**January 2004 – October 2010**

- Developed and implemented strategies to increase the company's sales, service, visibility, growth and profits by establishing and securing vital customer relationships, forming strategic partnerships and delivering over forty medium to enterprise size projects, successfully developing and expanding into new territories.
- Consulted with Client Senior level Managers and CEOs to develop business case, cost estimates, pragmatic budgets and best practices to determine requirements for initiation of projects ensuring minimal exposure to cost risks created by uncertain economic conditions.
- Conducted product demonstration and training to clients and developed system to respond to, track and escalate customer issues to ensure customer support response was in line with Service Level Agreements.
- Performed phase reviews and approved technology and design prior to implementation to ensure conformance to the required standards while meeting quality, reliability, and performance goals.



- Utilized diverse types of project methodologies and lifecycles depending on project complexity and project type (Waterfall, Agile (Scrum), Iterative, SDLC, ITIL – Service Now), while collaborating with client on site and remote team members across all functional areas to meet project and customer objectives.
- Provided Industry based Information Technology training to post High School and Community College students preparing for internships and Entry-level positions.
- Designed, developed and customized specific courses for National Training Agency (HEART TRUST) using NTVET standard LMS tools to manage and deliver relevant course content and track learner progress and participation.

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#### **PROFESSIONAL MEMBERSHIPS**

Project Management Institute ([www.pmi.org](http://www.pmi.org) | <https://certification.pmi.org/registry.aspx>)