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| **PERSONAL PROFILE** Respected leader with exceptional interpersonal skills and empathy for inspiring and motivating individuals and teams to achieve the highest level of success.  Skilled strategist who transforms strategic plans into workable solutions and delivers optimal results in high-growth environments.  Detail-oriented and highly organized self-starter with strengths in multi-tasking, prioritization, and delegation in order to consistently manage a heavy project workload.  Effective communicator and relationship-builder across all management, department, and discipline levels.  Team player whom engenders a collaborative spirit and is highly skilled in negotiations and decision making.  **KEY STRENGTHS**  Project Planning – Project Management - Program Management – Strategic Planning & Execution – Agile – Scrum – Waterfall - Leadership & Mentoring – Team Building – Product Deployment – Software Sales Support – Cross Functional Collaboration – Budget Planning & Forecasting – Business Case Development – Relationship Building – Customer Relationship Management – Process Improvement – Process Mapping – Risk Analysis- Risk Management – Enterprise Architecture – Servant Leadership – C level communications – Public Speaking – Asset Management- Interviewing – Decision Making – Negotiating – SDLC – Conflict Resolution – Operational Support – Management Systems – Thought Leadership – Requirements Management – Requirements Prioritization – Delegation – **DISTINCTIONS AND AWARDS** 2010 – 2016 Top Performer Rating  2013 BT/IT Leadership Award Winner  2012 Directors Award for Accomplishments **EDUCATION** Bachelor Degree, Information Technology Management – Syracuse University, 1998 |  | James J. Whalen  © (772)284-6630  @ [jwfaith2020@yahoo.com](mailto:jwfaith2020@yahoo.com)  <http://linkedin.com/in/jimmywhalen> Program MaNager A very dynamic and dedicated consultant and results driven professional with extensive experience in program management, project management, team building and process management.  Im a skilled and diligent program manager who combines strong business acumen, patience and an analytical approach to technology centric transformation. Successful in managing all phases of the enterprise software delivery lifecycle, from initial business planning and conceptual design through implementation, full-scale operations and benefits realization. WORK EXPERIENCE **Temporary Retirement -> Seeking Opportunity**  Time spent away from “work life” for personal growth opportunities through a spiritual journey that focused on health and wellness.  **Gilt, Senior Program Manager**  ***October 2016- March 2017***  Provided management and support for concurrent projects across multiple products that supported the back end processes of the Gilt.com website. Served as a conduit between customers, management and the development teams to ensure timely delivery of the business owners requirements.  **IBM, Senior Program Manager**  ***Jan 2010 - Jul 2016***  Built a high producing global team for IBM’s CIO and successfully drove enterprise strategic initiatives involving high performing technology and large enterprise processes. With effective leadership and coordination across business, technology and executive management teams we not only delivered large scale enterprise software but was also responsible for the operational support once in production.  Led the initiative definition and management process for spring and fall planning for key strategic initiatives in the Business Process Management, Enterprise Architecture & Project Portfolio Management domains.  Supported IBM’s software group sales team following our large scale deployments with technical support, operational expertise, business case results and demos of the proof of concepts the team had already achieved.  Co-Chairperson for the IBM CIO and IBM Software Group partnership committee. The committee provided leadership in expanding on the use of IBM products internally supporting IBM’s enterprise processes.  Presented the IBMs tools strategy at the Innovate Conference in Orlando and Pulse Conference in Las Vegas where I presented to a crowd of competitors and interested clients alike.  **IBM, Process Improvement Leader**  ***Jan 2004 - Dec 2009***  As member of IBM’s Process Excellence team I helped lead IBM’s migration of all enterprise process models from third party software to a newly acquired IBM product.  Performed the business process modeling role for the CIO’s Process Excellence team during process simplification projects which enabled business transformation. As a result I grew into the role of an SME throughout the CIO and other business units to support process modeling projects.  Deployed an enterprise server to enable the publishing of all IBM process models online for easy access for viewing and collaboration. Initiated the start of an IBM business process modeling community that met weekly where users could collaborate and help answer any technical questions about the new modeling tool. I partnered with the development team with agreement to be the first to test new beta versions of the software. In return software developers, the product owner and the VP of development attended our weekly calls to collaborate on issues and requirements internal users were requesting to make the product as robust as possible.  **IBM, Webmaster**  ***Feb 2002 - Dec 2005***  Designed, built and deployed a highly visible CIO Process Intranet to publish details of IBM’s enterprise processes which ranged from models to other forms of content. The site became the trusted source for IBM’s Enterprise Process Framework. There were critical data integrations with several IBM systems such as IBM Enterprise Architecture repository and IBM’s business transformation tooling which stored all of IBM’s initiatives, solutions and assets. CAREER ROLES |