



# Danielle LaForge

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## Summary

Experienced Project Manager with a demonstrated history of working in the information technology and services industry. Skilled in Cloud Migration services, Continuous process improvement, Customer On-boarding, Requirements gathering, and JIRA.

Proficient in MS Office, Project Scheduling, Strategic Planning and Analysis. Exceptional Verbal and Written Communication skills, Business Development, and Vendor Management.

Strong program and project management professional with a Bachelor's degree focused in International Business from George Mason University.

## Experience

### **Client Onboarding Project Manager**

FocusPoint®

Feb 2021 - Jul 2021 (6 months)

- Led the Customer On-boarding process for E-Commerce platform
- Successfully implemented templates and systems to efficiently gather, track, and analyze requirements throughout the onboarding experience
- Drove On-boarding team to utilize resources and tools more effectively

### **Research and Development Project Manager**

NTT Cloud Infrastructure Services

Apr 2018 - Jul 2020 (2 years 4 months)

- Facilitated the organization and management of project and program tasks, timelines, and deliverables for the Research and Development department.
- Efficiently communicated across multiple specialized technical and business teams (R&D, Product, and Operations) to deliver comprehensive, on-time results to meet the goals and objectives of associated business units.
- Drove the successful on-time delivery of several enterprise-level customer cloud service enablements globally.

### **Product Engineering Project Manager**

Dimension Data

Jan 2016 - Mar 2018 (2 years 3 months)

- Built, organized and managed a Technical documentation community to include live documents and libraries
- Developed and implemented process validation protocols and procedures using JIRA and Confluence
- Led innovative Proof-of-Concept projects with third party vendors from initial testing with vendor to implementing new features or solutions in the product release cycle

- Worked closely with datacenter operations and gained invaluable experience with common activities such as racking and cabling space management, deploying/imaging of systems, and asset tracking / lifecycle management



## **Project Coordinator**

Dimension Data

Aug 2014 - Jan 2016 (1 year 6 months)

- Led project tasks, timelines and deliverables for internal and external work streams
- Support Documentation rollout and internal webpage management for R&D and Engineering teams
- Built timeline tracking tools for interaction between R&D and other organizations



## **Summer Research Intern**

Dimension Data

May 2014 - Aug 2014 (4 months)



## **Intern**

MEDALics - Research Center for Mediterranean Relations

May 2013 - Jul 2013 (3 months)

## **Education**



### **George Mason University**

Bachelor of Arts - BA, International/Global Studies

2014 - 2015

Global Economy and Management



### **James Madison University**

International Business

2012 - 2014



### **Università per Stranieri Dante Alighieri**

Italian Language and Literature

2013 - 2013

## **Licenses & Certifications**



**CompTIA Cloud Essentials - CompTIA**

## **Skills**

Project Management • Business Analysis • JIRA • Integration • Cloud Computing • Virtualization • Program Management • Vendor Management • Strategic Planning • Agile Project Management