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| **Maria N. Hosu**IT Program Manager & Product OwnerContactADRESS: Miami Beach, FL, USA**PHONE:** 954-864-2326**EMAIL:** mariahosu@yahoo.com**LinkedIn:** <https://www.linkedin.com/in/mariahosu>**USA Work Status**: US Citizen |  | ProfileResults driven IT Program leader with +15 years of successfully leading global programs driving solid results with leadership, reducing costs, and increasing profits through solid program management skills. Have a unique combination of technical management, broad business acumen, and legal background, that enhances productivity and drives profitable revenue growth. Highly collaborative, deeply analytical, and proven performer, whose ability to prioritize and make decisions has ensured positive outcomes. Experience leading programs within EMEA, LATAM, ASIAPAC across diverse industries e.g., Telcom, Cloud, Aviation, & Public Administration. I enjoy learning new things, rapidly grasps new concepts, and thrives in fast-paced environments. |
| areas of expertise• Global Program/Project Management • Product Owner • Business Analyst • SAFe® • Agile • Scrum • CI/CD frameworks• DevOps • MDP • SLA’s • Jira Implementation • Cross-Functional Teams Leadership • Lean Six Sigma •ITIL • ITSM • SDLC • PDLC ITSM• Organizational Design & Change Mgm• IT roadmaps, process & procedure implementation • Mergers, acquisitions, divestitures, & standups• IT Governance • Business IT Alignment • Business Process & IT Transformation • European Union Grants Project MgmSkills • **PM/PO skills**: PMI-PMP, Agile, Scrum, Lean Six Sigma, APQP, Jira, Clarity• **Business skills**: business case & planning, organizational design & restructuring, stakeholder alignment, benchmarking, negotiation & consensus building, SLA’s, internal processes/procedures creation and implementation• **Soft Skills:** conceptual & analytical skills, leadership, people management, decision making, problem solving, teambuilding, mentorship, highly adaptable, advanced communication and presentation, relationship management * **Language proficiency:** English, Romanian, Spanish, Hungarian

Applications* Jira Software, Service Desk & Confluence
* MS Office, Project, SharePoint, Visio, Access, Clarity
* Visual Paradigm
* ServiceNow, Remedy
* Power BI
* Epicor ERP

courses* **Product Owner Fundamentals**, Plural Sight - 2022
* **RPA Business Analyst**, UiPath - 2021
* **Lean Six Sigma**, Green Belt, NY, USA

 **-** 2013* **Agile, Scrum, ITIL -**Verizon Courses 2014
* **International Program & Project Management,** PA, USA - 2003
* **European Standardization Principles for Sustainability & Economic Efficiency** European Union - 2002

education* **Postgraduate Studies in IT and Programming,** Technical University, Napoca, Romania - 2022 – 2024
* **Master Social Studies,** North University, Cluj Napoca, Romania 2019-2021
* **Postgraduate Studies in Management,** North University, European Union -2000-2002
* **Bachelor of Science in Law,** Western University, European Union -1996-2000

Membership* **Project Management Institute - San Francisco Chapter** – Member & Volunteer Ambassador, March 2008
* **Project Management Institute – South Florida Chapter** – Member, April 2011
* **Miami Beach City Hall**, Quality for Education Committee - Board Member 2011
 | WORK EXPERIENCE**Senior IT Project Manager** *September 2022 – Present* **SGWS – Miami, FL, USA** Largest wine and spirits distributor in the USA – contract role within Corporate Systems Technology Solutions, Commercial Finance***Results and Achievements:*** * Drive the end-to-end delivery of simultaneous complex business projects portfolio from inception through delivery and support, working in close partnership with IT and business leaders, including project, program, and executive sponsors. (Agile & Waterfall)
* Lead cross functional teams of developers (SAP, Sapphire, OneSource) towards providing IT solutions to commercial finance business stakeholders as well as partnering with third party IT solution providers and outside consulting teams as project stakeholders
	+ Influence cross-functional and cross-business unit dynamics in providing the lowest cost of ownership for its IT solutions over time

Manage cross-program dependencies, resource management, risk management through rapid project issue resolution and sound decision making* + Provide strategic input to IT and business leadership on all aspects of projects or programs being managed to provide value to the business
	+ Manage, coach, train internal IT, business stakeholders and any subject matter experts from other functional areas or external stakeholders
* Establish new and improve existing project management processes and methodologies to ensure projects are delivered on time, within budget, adhere to high quality standards, and meet customer expectations.
	+ Track and report project status on a consistent basis, including identifying, categorizing, and escalating project issues and risks

**IT Project Manager / Product Owner** *October 2017 – September 2022***Universal Alloy Corporation, GA, USA**Aircraft manufacturer with 32+ global production sites and ~7,000 employees |
| **IT Project Manager Responsibilities:*** Establish and manage an IT PMO with a robust portfolio of programs
* Lead IT programs for 30+ developers and 15+ engineers located across the US, Romania, Vietnam, and India
* Provide positive interactions with key business stakeholders to define and implement IT strategy aligned with the company’s annually strategic objectives
* Facilitate planning of business requirements and functional specifications
* Manage the acquisition of Neviton & integrate with existing corporate operations
* Assist with overall recruiting and onboarding of employees
* Mentor, coach, and train team members across the organization
* Develop and provide training materials, templates, and guides as needed
* Create IT bi-annual executive management metrics / reporting and represent IT director in executive level readouts
* Successfully led our internal ERP platform rewrite for USA and Romanian consolidating 50+ internally developed applications that significantly reduced our technical debt and improved our user experience
* Successfully led a cross functional team implementing Epicor ERP for extrusion LOBs for USA, Romanian and Vietnam locations

**IT Product Owner Responsibilities:*** Collaborate with leadership and stakeholders to manage product vision / roadmap
* Ensure our product vision / goals are clearly formulated and articulated
* Manage two Jira instances leveraging ITIL, Agile, and Scrum methodologies
* Prioritize and distribute backlog items to team members
* Facilitate requirement refinement sessions and management of epics / stories
* Manage release planning and sprint development processes and ensure there is a strong CI / CD (Continuous Integration / Continuous Delivery) pipeline of work
* Perform ongoing product team alignment ensuring synchronization of business priorities, activities and proactively remove roadblocks / obstacles
* Responsible for requirements elicitation, testing and Jira project reporting
* Manage and grow stakeholder communication serving as voice for the team as well as advocate for customer experience for positive outcomes

**IT Service Manager Responsibilities:*** Management of Jira Service Desk for IT teams (USA, Romania, Vietnam, India)
* Establish Jira Service Desk and customization for business Engineering teams
* Developed and delivered internal user guide and training for IT staff
* Manage & support customized SLA / change process flows

**IT Program Manager**  *September 2012 – February 2017***Verizon – Miami, FL USA & Reading, UK (EMEA Headquarters)*****Results and Achievements Technology Modernization:*** * Specialized in large-scale / high-risk technology programs across Help Desk, Crisis, Field Services, Engineering, Mobility, and facilities for a global user base of 175,000+ employees, 7,000+ servers, 1,600+ retail locations, and 600+ centers
* Globally program managed end-to-end delivery of Enterprise technology solutions from architecture design through implementation in the areas of Infrastructure, MS Exchange, Cloud / virtual technologies, SharePoint, etc.
* Managed product strategy related to platforms, systems, and applications
* Established an infrastructure Project Management Office (PMO) and implemented a consistent ONE Project Management framework
* Implemented a home-grown Clarity platform designed to manage “front door” intake processes and overall program activities
* IT technology lead for Terremark acquisition & integration of ~40K end users
* Successfully completed the global integration of Terremark into Verizon
* Defined the transition approach, established program teams, and managed the overall technology roadmap
* Managed and led cross-functional teams spanning technology, HR, finance, legal, Security, and various Work Councils
* Program led the stand up of a complete IT infrastructure mirroring Verizon’s Help Desk, Field Services, end User Support, Change Management, Engineering, Name Administration & Messaging organizations
* Managed integration communications, inter-dependencies, and mitigated risk
* Provided executive status reporting

**Project & Operations Manager** *September 2009 – February 2011* **Scion Staffing INC. – San Francisco, CA USA** ***Results and Achievements:*** * Built and managed an internal personnel staffing program with a sustainable and repeatable recruiting strategy across vertical teams
* Liaison across internal staff, key stakeholders, and external consultants
* Developed new business technology strategies increasing profit margins
* Successfully implemented cutting edge technologies in the areas of payroll, telephony, and other corporate functions
* Established and maintained strong change management communication

**IT Project Manager** *May 2005 – August 2009***Airnet Communications SRL -** **Wireless ISP, North America & EU*****Results and Achievements:*** * Global program management, product strategy oversight, and marketing plans
* Managed international expansion of the company into EMEA markets
* Established product strategies / roadmaps related to services rendered
* Developed stellar relationships with high-profile clients, partners, and vendors
* Executed site selection / acquisition and obtained regulatory permits including operational licensing for wireless networks
* Defined and reported to executive team financial cost forecast

**Project Manager** *October 2000 – March 2005***City Hall – Department European Integration, Sustainable Planning – Romania** ***Results and Achievements:*** * Managed regional infrastructure programs financed by European Union
* Program managed all aspects including finance, progression, & reporting
* Prepared program RFPs, bids, statement of work (SoW), and contracts
* Created SWOT analysis for departments resulting in increased productivity
* Developed and cultivated strategic global business partnerships
* Implemented ISO 9000 (Quality) and 14000 (Environmental) standards
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