

SIDNEY PRICE

EXECUTIVE SUMMARY

Proactive, results-driven professional with twenty-two (22) years of progressive leadership. fourteen (14) years in project management for financial, insurance, retail and high-tech industries. Wide-ambit skills and performance enhancement experience in systems development life cycle (SDLC), business analysis, vendor management, business strategies and marketing to streamline and engage employee execution. Proven track record in meeting organizational goals, improved efficiency, while generating higher revenue and return on investments (ROI).

SKILLS & ABILITIES

- Project Management/Change Management and Lifecycle Coordination
- Client Relationship Management
- Process enhancements - Customer Feedback Analysis, Needs Assessment & Tasking.
- Senior Executive Consultations and Collaborations
- Technology-Business Analysis and Synergy between business, marketing and IT
- Large scale project management in Agile Scrum and Waterfall Environments
- Governance, Risk Assessment, Quality Control and Compliance
- Vendor Management – negotiations, persuasion and communication
- Budget Planning and Cost Control

EXPERIENCE

SENIOR PROJECT / PROGRAM MANGER IT, RBI (04/2022 – 06/2023)

One of the world's largest quick service restaurant companies with more than \$35 billion in annual system-wide sales and over 28,000 restaurants in more than 100 countries.

Selected Accomplishments

- Spearheaded the program launch and roll-out of speed of service software allowing franchise partners to transition from manual to automated mark-to-order solution that improved efficiencies over 15%.
- Managed solutions deployment for 7,000 restaurant locations and Operator teams.
- Lead for all consumer-focused digital innovation initiatives team, managing the end-to-end project lifecycle with budgets over \$1M.
- Organize complex and cross-functional work with product, marketing, and operation workstreams, where conflicting priorities often clash and require skilled mediation to drive resolution and effective collaboration.
- Lead product pilots with specific test cases meant to validate product market fit.
- Provided regular communications and progress reports of ongoing work directly to executive level stakeholders.

SENIOR PROJECT / PROGRAM MANGER IT, SOUTHERN GLAZER (02/2019 – 04/2022)

The largest wine and spirits distributor in the United States with operations in 44 states. Southern's portfolio is 45% wine and 55% spirits.

Selected Accomplishments

- Contracted as a Senior Project Manager and then promoted to Senior Program Manager responsible for the COVID-19 Epidemic Response responsible for seven (7) projects that rolled up under IT management reporting daily metrics and trends directly to the CIO.
- Collaborated with multiple cross-functional teams across IT Infrastructure which included Networking, Platforms, Power, and Storage Teams for the installation of Data Center Core Switch infrastructure (virtual and physical) which included the decommissioning of the legacy equipment.
- Worked closely with Supply Chain Logistics and Commercial Business Teams for upgrading and maintaining the largest enterprise network for the distribution of alcohol and spirits across the United States.
- Lead for enterprise Data Center Migrations to align the company's strategy with its Disaster Recovery initiatives for meeting the required business SLAs.
- Managed 10+ project statuses to key stakeholders regarding tracking, project progress, issues/risk, and mitigation plans.

SENIOR PROGRAM MANAGER, BUSINESS OPS & INFRA, CABLE & WIRELESS (05/2018 – 02/2019)

Cable & Wireless Communications is a full-service communications and entertainment provider and delivers market-leading basic and enhanced video, broadband internet and fixed-line telephony to 1.7 million service subscribers (RGUs) represented by approximately 918,000 customers as well as mobile voice and data services to approximately 3.3 million mobile subscribers. In addition, through its business division, C&W also operates a state-of-the-art submarine fiber network – connecting over 40 markets globally.

Selected Accomplishments

- Manage multiple cross-team million-dollar enterprise initiatives throughout various stages of the life cycle for Business Operations and IT Infrastructure. Projects: Executive Portfolio Dashboard Reporting, McAfee SIEM, Cisco Umbrella OpenDNS, Microsoft Multi-Factor Authentication, Cylance Antivirus.
- Lead for Tier 4 datacenter consolidation and migration from a third-party managed service provider for all mission-critical business applications that resulted in monthly OPEX cost saving of \$200K.
- Interface with Global Executive Leadership Team and Business Leaders who may be the Project Sponsors and other senior stakeholders.
- Provide leadership to diagnose and overcome barriers to team/project progress. Resolve internal and external team conflict to ensure adherence to project schedule and budget. Identify project uncertainties, alternative resource plans, and other risks.

SENIOR PMO MANAGER, BUSINESS OPS, SATO GLOBAL SOLUTIONS (04/2015 – 05/2018)

Develops comprehensive Internet of Things (IoT) solutions that address the client's unique needs by unleashing the power of data. As an "innovation integrator," SGS combines technologies, hardware, and applications that turn data into meaningful and actionable insight that enable clients to make data-driven decisions and maximize value across their business.

Selected Accomplishments

- Initially contracted as a Senior Project Manager and then promoted to Senior PMO Manager (July 2015). Member of the IT management team reporting directly to the Director of Global Strategy.
- Establishment of the Project Management Office (PMO) to oversee the PMO process implementation and make sure that information about the content (e.g., deliverables, risks, issues) are communicated to and from project sponsors while providing leadership in highly customer-focused best practices -- outward and upward for consistency with customer expectations.
- Lead for large, complex multi-million-dollar software and infrastructure projects to achieve key business objectives and KPIs for Fortune 100 and Fortune 500 clients.
- Oversees projects costs and makes sure they are well-managed, monitors profit and cost sheets for each project, and ascertains that payment collections are performed efficiently and timely for budgeting compliance SOPs.
- Directly supervises project managers and support to all team members on a project by project basis.

SENIOR PROJECT MANAGER, PEOPLE'S TRUST INSURANCE COMPANY (10/2013 – 12/2014)

Florida based homeowner's insurance company that provides policies to over 134,000 homeowners with annual sales revenue of \$300M.

Selected Accomplishments

- SDLC process implementation using tools best suited to manage 50+ active projects with one direct report. Moved between agile and waterfall approaches, created project plans, road maps and work breakdown structures to meet client goals.
- Oversaw vital Business Continuity/Disaster Recovery Operations Plan (BCP-DRP) including validation and execution of essential processes and functions to mitigate risk exposure to the tune of \$25M.
- Stepped in, turned around, and saved a \$1M project at risk, successfully restoring client confidence for a one-year, by building and deepening customer relationships for express purpose of surpassing client expectations and advancing project status.
- Coordinated the renegotiation of IT infrastructure contracts that resulted in cost savings of \$300K yearly in operational budget.
- Directed eight-month project with project team of 10 to migrate Data Centers to active-active environment to better manage regulatory and PCI compliance requirements.
- Spearheaded the corporate relocation initiative, completing the project one month ahead of schedule.
- Full life cycle data warehousing and Business Intelligence analysis, design, development, testing and implementation including responsibility of utilization of Business Intelligence throughout the company.

PROJECT MANAGER, INBOUND CALL EXPERTS LLC, BOCA RATON, FL (10/2010 – 10/2013)

Premier providers of computer-related services and accessories for residential clients online and remote/over the phone services to consumers worldwide.

Selected Accomplishments

- Designated by COO as the 'Preferred Manager' for \$1M offshore operation expansion with contract selection contingent upon research of comparative analysis and onsite visits overseas on vendor partners.
- Defined strategic planning and administration for remote technical support operations to identify, evaluate and develop cost effective solutions and procedures that meet and exceed business objectives.
- Performed extensive technical reviews for prospective projects, gathering details for pricing services, providing supporting documents for RFP replies to perspective partners.
- Managed implementation of industry-leading VOIP software to shorten the Customer Experience process from days to hours, increasing revenues from \$700K to \$5M monthly.

EDUCATION

BROWARD COLLEGE, COCONUT CREEK, FL (1995-1999)

Business Management and Administration