**Kimberly Grant**

Ft. Lauderdale, FL 33025

954.310.4025 – kimgrant68@gmail.com – linkedin.com/in/kimberlygrant68

**AGILE PRODUCT OWNER/SENIOR PROJECT MANAGER**

**IT Program Manager - Certified Scrum Master (CSM)**

| **Full SDLC Management**  **Vendor Management**  **Process Improvements**  **SaaS Implementations**  **Cost Estimation/Budgeting**  **Business Analysis**  **Change Management**  **Customer Relations**  **Cross-Team Collaboration** | Experienced, accomplished professional with expertise leading global teams and fostering productive relationships to facilitate successful outcomes. Summary  Extensive background in leading cross-functional agile and waterfall in multiple IT disciplines.  Demonstrated success partnering with multimillion-dollar corporations to enhance operational efficiencies and reduce costs.  Solid history of improving team effectiveness and productivity by leading multiple program management projects on-site and remotely.  Highly adept at overseeing assignments from concept to completion ensuring on-time, on-budget, and on-target results. |
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**PROFESSIONAL EXPERIENCE**

**Citrix/Cloud Services Group**– Ft. Lauderdale, FL April 2023 - Present

**IT Project Manager**

Managed the development team for the implementation of an eCommerce Cloud Distributor Marketplace. Developed schedule plans and defined project scope and objectives by coordinating with all relevant stakeholders. Interfaced with the partner to align business goals with project goals, resolved issues and mitigated known risks. Arranged and maintained project charter/plan, business requirements, communications and status reporting for senior management. Facilitated meetings with business leaders.

**WELLS FARGO**– Ft. Lauderdale, FL July 2021 - April 2023

**Product Owner/Lead Scrum Master**

As Product Owner of the Transaction Utility product, I was responsible for developing key relationships with sponsors, peer teams and other cross-program teams to deliver solutions that meet business objectives. Responsible for the product strategy and roadmap as well as promotion of the product to ensure adoptability. Capture, documentation and grooming of user stories in JIRA as well as support and direction to scrum teams is key to success. Creation, implementation and tracking of plans to ensure successful implementation within timelines as well as documenting and proactively monitoring risks and issues. Reporting and presenting accomplishments, status and issues to Sr. Leadership.

**Key Contributions**:

* Lead a team of 14 analysts and developers to **create the Utility’s first MVP release** to enable customer interactions digitally regarding deposits to their checking accounts.
* Lead a project to analyze customer bill payments to gain insights into WF customers paying competitor credit cards to enable a **marketing campaign for Wells Fargo credit cards**.
* Configured the team JIRA project including multiple boards and custom filters. Also prepared for the **migration to JIRA Align.**
* Coordinated with the larger Consumer Data Framework organization to enable synergy across teams/products and create regular Leadership reports.

As Lead Scrum Master, I lead two teams for the Transaction Utility area. Responsibilities include running the daily standups, backlog grooming, sprint planning (including planning poker), release planning and team review and retrospectives. Manages sprint release deliverables and proactively identifies and resolves impediments. Ensures sprint releases stay on track and updates sprint activities in JIRA. Communicates Agile team’s progress to leadership. Tracks team’s dependencies and impediments. Participates in program increment (PI) planning events. Identifies dependencies between Agile teams and communicates and resolves any issues that may arise.

**Key Contributions**:

* Created custom dashboards in JIRA using rich filters for both teams to customize views for easy access to team information.
* Managed the team’s projects in JIRA Align, including risks and dependencies.

**MEDAVIE BLUE CROSS** – Moncton, NB Jan. 2019 to June 2021

**Senior Project Manager**

Managed development teams providing custom healthcare benefit applications. Developed budget and schedule plans. Defined project scope and objectives by coordinating with all relevant stakeholders. Interfaced with the Client to align business goals with project goals, resolved issues and mitigated known risks. Coordinated the activities of different technology teams, both onshore and offshore to ensure skills were appropriate for project tasks. Negotiated with resource managers to allocate appropriate resources. Arranged and maintained project charter/plan, business requirements, communications and status reporting for senior management. Facilitated meetings with business leaders and steering committee representatives. Created/managed project SharePoint sites. Developed new JIRA workflow to be used on future new development projects. Worked with customers to build/groom Product Backlog and enter such into JIRA. Evaluated Planning/Estimation tools and made recommendations to management. Coached team members on using JIRA and migrating to an agile mindset. Delivered projects to completion, owned the scope, cost, schedule and risks for the projects.

**Key Contributions**:

* Pioneered the **implementation of agile development** by organizing 5 Scrum teams, creating/managing the Scrum boards in JIRA and running the Scrum of Scrums weekly meetings. Communications skills were key to successful deliveries.
* Leadership of complete agile lifecycle of **key customer-related healthcare benefit applications** providing benefits to individuals, groups and government agencies. Direct ~50-person team and $3MM annual budget.
* Created and directed a team focused on **Data Improvement** throughout the organization which resulted in $2MM annual revenue increase.
* Managed the full agile lifecycle for **Business Transformation** of the Healthcare Claims and Payments system for private, government and third-party customers reducing the risk of failures on the old platform by replacing it with modern and supportable infrastructure. Total program budget of $35MM.

**J.D. IRVING LIMITED** – Saint John, NB June 2017 to October 2018

**Senior Project Manager**

Supervised 10-person team of business analysts, design developers, and reporting developers. Utilized Clarity for full project lifecycle management. Facilitated meetings with business leaders and steering committee representatives. Served as Scrum Master on agile initiatives. Collaborated on successful $4B multi-year RFP/contract providing marine towing services. Arranged and maintained project charter/plan, business requirements, communications and status reporting for senior management. Deployed Business Continuity Plan allowing continued operations in event of unforeseen outages. Estimated requirements and created comprehensive RFPs for SaaS solutions to initiate mass notification system, automated A/P system, and contractor management system enterprise wide.

**Key Contributions**:

* **Full Lifecycle Project Management:** Conducted full agile project lifecycle of information management projects allowing for corporate-wide Document Digitization, successfully digitizing 172 file cabinet contents to individual customized/searchable SharePoint sites resulting in ability to create multiple new workspaces.
* **Budgeting/ HR Shared Services RPA** Established financial accountability and teamed with vendor to develop and administer pilot to automate payroll-related activities using custom-developed BOTs resulting in saving two FTEs annually.
* **Internet of Things (IoT):** Directed five pilots from multiple vendors enabling implementation of IoT platform.

**2578897 Ontario Inc. –** Ottawa, ONOctober 2016 – May 2017

**Senior Project Manager**

On a contract with Bell Canada, I prepared and maintained project charter/plan, business requirements, approach documents, communications, issue/decision/ risk logs, and additional supporting project documents. Directed 10 business analysts, design developers, and reporting developers. Prepared weekly status reports for senior management. Leadership of steering committee meetings and presentations for discussion.

**Key Contributions:**

* **Insight Reporting:** Collaborated with Bell Business Markets to deploy business intelligence project on external reporting for customer accounts increasing revenue uplift saving 16 monthly staff hours and excelling in risk mitigation.
* **Time Reporting**: Enabled all BBM employees to report time at granular level using SAP or CA RMT providing management with deeper insight into billable activities.

**CITIGROUP –** Ottawa, ON/Jacksonville, FL Sept 2006 to August 2016

**IT Chief of Staff/Program Manager** (2011-2016)

Served as Scrum Master on agile initiatives and primary platform contact. Oversaw two direct staff and eight team leads indirectly, and more than 100 additional personnel. Coordinated contracts with vendors. Worked as liaison for risk, control, and information security team. Orchestrated roadmap creation/maintenance, book of work, SOWs and $15MM+ annual budget process. Facilitated staff and executive leadership meetings. Escalated accomplishments and hot topic issues through skillful management and communication of PowerPoint, Confluence, and SharePoint sites.

**Key Contributions**:

* **Efficiency/Quality Improvements:** Saved $4M annually by realigning client resources, decreasing headcount by 37 and moving 9 people to client paid by analyzing staff locations/roles and responsibilities/contractor costs. Created business office model for Corporate Architecture solutions development including staff mentorship guidelines. Managed integration of all major systems with custom-developed solution allowing employees self-service options for resetting passwords and reduction in help desk staffing by 25 people. Reduced operating expenses by $108K annually by implementing new procedure to review and analyze spending. Integrated agile methodology into software engineering processes including creation of Epics utilizing Jira and Team Foundation Server.
* **Cost Analysis:** Conceptualized and launched automated reporting system for financial data and status update purposes enabling leadership access to full cost details. Deployed and managed custom password management tool resulting in $200K annual licensing fee savings.
* **Systems Management:** Managed integration of 100+ applications to Windows 2010 platform.
* **Awards:** Received Citigroup Dazzle Award for outstanding contributions. Honored for tireless involvement in deployment of Automated UNIX Provisioning product saving $2M annually.

## Project Manager/Project Control Officer (2010-2011)

Oversaw all aspects of eight team leads working on 60+ projects in progress within Enterprise Infrastructure Solutions Group.

**Key Contribution:**

* Managed all system upgrades and security enhancements.

**Senior Systems Engineer/Team Lead** (2006-2010)

Devised, implemented, and managed specialized needs of multiple projects. Supervised five staff and one vendor.

**Key Contributions:**

* **P-Synch Password Management**: Served as team lead for execution/installation/customization of COTS Password Management software for all nine Citigroup North America business lines. Merged all major systems (Active Directory (AD), Exchange, SSO, Safeword) with P-Synch allowing employees to self-service password resets enabling reduction of 25 help desk personnel.
* **IAM User Provisioning**: Built, introduced, customized HP OpenView Select Identity (OVSI) provisioning software for CitiCards North American division. Led technical product installation/configuration, devised process documents, guaranteed compliance with security policies, coached other team members, facilitated status meetings, submitted status updates, and arranged multi-disciplinary cross-functional team members.

*Additional professional experience as* ***Project Manager/Senior IAM Consultant*** *(2004-2006) for Fischer Identity, Naples, FL;* ***Project Manager/Senior Solutions Engineer*** *(2004) for Champion Solutions Group, Boca Raton, FL;* ***Project Manager*** *(2003-2004) for Andrx Pharmaceuticals, Weston, FL;* ***Project******Manager (****2000-2003) for IBM Global Services, Miami, FL;* ***Senior Messaging Administrator*** *(1999-2000) for Pacific International Services, Miami, FL; and* ***Lotus Notes Administrator*** *(1997-1999) for IBM Canada, Toronto, ON*

**EDUCATION AND CREDENTIALS**

**Bachelor of Science in Computer Science**

Mercy College Dobbs Ferry, NY

**Certifications**

Certified Scrum Master (CSM) | PROSCI ADKAR for Project Managers | Lean Six Sigma White Belt| Certified Novell Administrator CNA | Network Management (MCSE Track)

**Technical Proficiencies**

Microsoft Office Suite/Office365, Microsoft Project, Clarity, Planview, JIRA, SharePoint, PowerPoint,

Team Foundation Server, Active Directory

**Professional Development**

Business Communications | Information Technology Cost Estimation | Resolving Conflict

Project Management Simplified | Agile Project Management | Managing Project Scope

Office 365 Tools | MS Excel Pivot Tables

References available upon request.