**Soraya Hyppolite**

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**CORE COMPETENCIES and PROFICIENCIES**

* Waterfall**,** Agile, In-house Hybrid Project Management Methodologies
* Scrum, Backlog Grooming, Scoring and Ranking, Epics, Features, User Stories, Acceptance Criteria, Use Cases, UAT
* Change and Process Improvement/Management
* Microsoft Office: Word, Excel, Power Point
* Service Now, TEAMS, WebEx, Zoom, Project, Share Point, Visio, Team Foundation Server (TFS), Clarizen, Plan View/PPM Pro
* Amadeus/Navitaire Reservation System: Sky Speed, Sky Port, GoNow
* QPulse SMS, COMPLY365
* Over 14-years as a PO/PM/BA of Software Development and Enterprise Projects
	+ PMO stand-up, including POs, PMs, BAs, PCs
	+ Deployments
	+ Integrations
	+ Rollouts and Implementations
* Client Focused with a relentless pursuit of excellence
* Servant Leadership, Mentoring, Training
* Mastery in Creative and Impact Writing, Internal and External Communications, Training Materials, Curriculum, Policy and Procedures Manuals, Project Charters, RFPs, BRDs, FRDs, SLAs, MOUs and LOIs

**PROFESSIONAL EXPERIENCE**

**rbi (Restaurant Brands International) - Burger King  *Aug 2022 – Aug 2023***

**Sr. Project Manager, PMO - Short-Term Contract**

* Developed project plans for all POS initial implementation
* Worked with internal and external Stakeholders to track implementation progress
* Attended meetings to provide comprehensive status reports for Executive Level Team Members
* Resolved conflicts and issues, escalating appropriately, to ensure expeditious resolution
* Managed and coordinated Team Members in obtaining and maintaining all required documents
* Partnered with Cross-Company Project Leads in leading internal & external deployment meetings
* Developed level of efforts by working with resource managers as input to finalize project plans and POS implementations
* Composed Company to Franchisee POS Implementation communications and PowerPoint presentations
	+ Led Franchisee POS – Information and welcome meeting/presentations

**Church’s Texas Chicken (Cajun Operating Company)**

**Sr. Oversight Program Manager, PMO *Oct 2020 – July 2022***

* Stood up (established) PMO for Church’s Chicken Organization:
	+ Proven ability to effectively lead and manage Teams to ensure projects unfolded according to outlined scope, budget, and timeline
	+ Managed, led and provided oversight for multiple cross-functional Teams
* Responsible for three major programs, with sole ownership of overall initiative roadmap:
	+ **Company and Domestic Franchisee QPOS Rollout and Back Office Functionality Implementation:**
		- Successfully managed Q-Beyond POS deployment and SynergySuites back office functionality implementation to all company restaurants and domestic franchise locations – on time and in budget
		- Led BI Team in Custom-built data warehouse, Tableau and Power BI integration
		- Designed and led training for data extraction, mining, parsing and conversions for existing Marketing, Finance, Training, Restaurant Technology, Human Resources, and Restaurant Operations workgroups
		- Collaborated with Development to create customized dashboards for Executive and Leadership Teams
		- Composed company-wide communications to socialize new data methodology to support data-driven direction of organization
	+ **Service Now Module Implementations: Church’s Restaurant Profile Network Module, Franchise Transfer Management Module, International Franchise Option Tracker Module, Portfolio/Project Management Module**
		- Provided oversight for requirements and process flows, worked closely with 3rd Party Partner (InfoCenter) to confirm Business needs were met and delivered
		- Worked with off-shore web developers and collaborated with internal Stakeholders to ensure timelines and milestones were adhered to and delivered modules within budget and time specifications
	+ **Off-Premise Sales Optimization:**
		- Activated and managed the brand across all digital platforms. Partnered with IT to ensure appropriate emerging technology integrated into point of sale and payment platforms
		- Collaborated with Marketing (Digital, R&D) to ensure all delivery LTO related menu items were deployed properly within Off Premise channels
		- Prepared and delivered presentations for Off Premise roadmap and performance to senior leadership, franchisees and impacted stakeholders
		- Proactively tested and implemented new and innovative uses of digital technology to reach target audience and support staff execution, accuracy, and efficiency
		- Provided documented scalable processes and order of operations within platforms for digital growth
		- Supported Off Premise strategy and execution including Order Ahead (OLO, OLO Rails, Curbside, OLO Dispatch) and Delivery (DoorDash, Uber Eats/Postmates, Grub Hub, Bite Squad and ezCater)
		- Supported reporting and continuous improvement strategies on Operational Delivery Metrics (Menu Uptime, Order Accuracy, Guest Rating) to support customer retention strategy, maximizing the lifetime value of the customer and minimizing churn
* Implemented structure and consistency in project process management; identify obstacles and hold Business Unit SMEs and Project Leaders accountable
* Prioritized, coordinated, and identified synergies within other Business Units regarding existing or future-looking projects and initiatives
* Responsible for coordination and identification of projects that supported key initiatives aligned to the strategic goals of the organization
* Worked collaboratively with Project Leaders to plan, organize, monitor, and oversees the full lifecycle of various projects of significant magnitude in terms of complexity, cost, time constraints, staffing, and equipment including software and hardware
* Applied corporate and industry standard project management tools, principles, governance, discipline and techniques to effectively oversee projects
* Responsible for identifying risks and working proactively with Business Project Leads for resolution and course correction to ensure project success
* Ensured maintenance of detailed project documentation including meeting minutes, action items, issues lists, risk and mitigation management plans
* Identified potential risks and issues that could delay or derail projects; anticipate points of resistance and development specific plans to mitigate, address, or escalate risks and concerns
* Developed effective plans communications plans to Project Teams and to Project Stakeholders, including status reports and planning meetings to assess project health
* Monitored and assisted with project deliverables, design documents, test plans, training materials, and operations documentation to ensure adherence to quality standards

**Spirit Airlines – Miramar, Florida**

**Sr. IT Project Manager/Sr. Business Analyst, PMO *Feb 2014 – Aug 2020***

* Coordinated with Project Sponsors, Stakeholders, Development and Quality Assurance Team Members to determine scope, timeline, feasibility and budget of proposed project
* Created Epics, Features, Use Cases, User Stories and UAT scenarios and Acceptance Criteria to ensure requirements were developed fully, tested thoroughly and verified completely
* Lead cross functional teams through the development and rollout of projects, including scoping, planning and monitoring and execution
* Responsible for the ongoing management of risks/issues/change control, communication and reporting
* Responsible for interdepartmental communications, ensuring all Stakeholders and external Partners were aware of project statuses
* Facilitated project assessments and prioritization, helping to ensure optimum alignment with business objectives and maximum return on investment
* Built excellent working relationships within IT departments to enhance result-oriented outcomes
* Coordinated resources and development plans for Web deployments
* Reviewed and analyzed all business requirements
* Managed web-based and kiosk project timelines for weekly releases
* Served as Scrum Master for daily stand-ups in Agile and Waterfall environments
* Onboarded, trained and mentored Team Members
* Partnered with Business Stakeholders, IT Development, IT Quality Assurance, IT Security and Business Solutions and Delivery to deliver high priority and visibility projects that decreased operational costs, increased company revenue and maintained mandated compliance with agencies that govern airline industry. For example:
	+ **Inflight Initiative: eFAM, QPulse Integration and FA Notification implementations:**
		- Successfully managed rollout of all three projects. Documented processes, requirements and created test scripts for each of the projects to guarantee pertinent aspects of the initiatives were addressed, tested and verified for Spirit Airlines Crew to participate in the FAA regulated eFAM (electronic Flight Attendant Manual) program
	+ **Joint Airport Operations - IT Service Management Initiative: Software and Hardware Kiosk Implementation:**
		- Documented kiosk software and hardware requirements, created process flows, worked closely with 3rd Party Partner to confirm Business needs were met, worked with off-shore web designers and collaborated with Stakeholders to ensure timelines and milestones were adhered to and delivered tasks within designated time
	+ **Joint Marketing - IT Initiative: Website Reskin and Redesign:**
		- Gathered business requirements from Marketing and IT Development departments by conducting internal and external requirement workshops, off site visits with Branding Partners, composed User Stories, UAT Scenarios, Work Flow Analysis and Acceptance Criteria. Exercised exceptional communications and facilitation skills to ensure Project Sponsors were fully engaged and satisfied when compromises were required to keep initiative on track and moving forward
	+ **Joint Executive - Marketing Initiative: Mobile Check-In App:**
		- Successfully managed deployment and launch of initial Phase of Spirit Mobile Check-In App. Accurately captured and documented business and functional requirements.
		- Created Visio flow charts to capture to be process. Worked closely with Marketing, IT Developers and QA Team Members. Created User Stories Acceptance Criteria, Use Cases and UAT documents

**Spirit Airlines – Miramar, Florida**

**Sr. Manager, Quality Assurance and Regulatory Compliance *Nov 2011 – Mar 2014***

* Developed, implemented and maintained Inflight Quality Assurance and Audit Program, including updating QPulse Inflight-related forms, department procedures and expectations, schedules and training of the Inflight Compliance Analysts (ICA)
* Reviewed ICA Team weekly metrics and data for accuracy and clarity
* Monitored performance of ISA Team to identify areas needing improvement and recognize excellence in department expectations
* Conducted periodic Instructor assessments, evaluations and coaching, when warranted, to ensure consistent adherence to Federal Aviation Administration mandates and standards
* Collaborated with Spirit Safety Management System, Inflight and Passenger Safety, Technical Publications Teams, weighing in on safety concerns and issues submitted by various work groups including, but not limited to, Flight OPS, Inflight, Maintenance and Airport Services
* Investigated Flight Attendant Irregularity and Safety Reports to analyze, track and report trends
* Partnered with the Managers of Inflight Standards and Inflight Training and Director of Inflight Training, Procedures and QA and Regulatory Compliance, ensuring adherence to and compliance with FAA requirements and Spirit policies and procedures
* Served as Spirit Liaison to FAA to respond to official requests for information
* Conducted Recurrent and Initial instruction observations to certify expectations were met consistently throughout the training bases: Fort Lauderdale, Dallas-Fort Worth and Las Vegas
* Participated in bi-monthly board meetings (Safety and Manual Review Boards) to discuss findings and formulate improvements for implementation
* Performed root cause analyses, data parsing and analysis, in partnership with other work groups, to identify trends and formulate processes to address risks and issues
* Partnered with Inflight Operations Team to implement solutions that address Flight Attendant issues to promote process improvement and increase compliance
* Created and launched a web-based communication entitled The QA Corner, which, over time, increased the visibility and relevance of ICAs, ultimately leading to a better working relationship
* Managed ICA Team to ensure On-Aircraft Observation Rides, Gate Checks, Crew Room Observations, Station Loaner Audits, FA EFB compliance and Aircraft Conformity Checks were completed routinely and on time
* Served as Lead, partnering with the Human Resources Team, to hire high quality prospects to join Inflight Team
* Contributed regularly to editorial and creative process for applicable manuals, including the Flight Attendant Manual (FAM) and the Flight Operations Training Manual (FOTM), as well as all applicable Bulletins, Revisions and Flight Attendant Read Files

**Guest Rider Program Manager: (Concurrent with Sr. Manager of Inflight QA & RC role)**

* Partnered with Business Stakeholders, IT Development Navitaire Configuration, IT Security, Legal, and Business Solutions and Delivery to plan and deliver all components required for the program
* Coordinated with Inflight Project Sponsors and Business Stakeholders to determine scope, timeline, feasibility of project
* Collaborated with the Business Solutions Team to create electronic feedback forms for use on and off line
* Worked with Accounting Revenue and Tax Compliance Teams to ensure Guest Rider Legal Agreement met applicable finance and taxes regulations
* Collaborated with Legal Team to create Guest Rider Agreements that guaranteed program parameters met legal scrutiny and industry compliance
* Worked in partnership with Navitaire Configuration Team to create a unique booking method that provided transparency for accounting purposes, while simultaneously cloaking regarding source of booking
* Worked collaboratively with eLMS Inflight Curriculum Developer to create a working curriculum in preparation for project execution
* Created extensive Use Cases and UAT scenarios and Acceptance Criteria to ensure requirements were developed fully, tested thoroughly and verified completely
* Composed and documented SOPs to ensure continuity and program success

**Spirit Airlines – Miramar, Florida**

**Corporate Escalation Officer/Complaint Resolution Officer *May 2009 – Oct 2011***

* Handled escalated calls addressed to the highest levels of Spirit Airlines’ Team Members, including the CEO and Top-Level Executives
* Demonstrated an exceptional understanding and knowledge of Customer service
* Analyzed customer needs and offered the best solution to encourage Customer retention
* Aided Coordinators with problematic and sensitive issues
* Responded to all formal complaints, including all 50 State Attorney General offices, the Department of Transportation, and the Department of Justice
* Complied with Federal Aviation Administration guidelines
* Provided quality assurance for Coordinators’ correspondence sent via “Zen Desk” e-mail help center and coached as necessary
* Trained and mentored incoming Team Members
* Coordinated with Airport Team Members Spirit Airlines operates from, both internationally and within the United States
* Evaluated management reports and responded to Customers accordingly
* Participated in bi-monthly meetings to introduce new concepts and procedures to enhance and promote a higher quality of response to Customers
* Applied extensive knowledge base to sensitive issues such as, disability, employee conduct, and inappropriate behavior from both Customers and Team Members to ensure favorable outcome for the company

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**ADDITIONAL INFORMATION**

**Certifications**

* Certified Scrum Master – Scrum Alliance - SAFe
* Certified Product Owner/Product Manager - Scrum Alliance - SAFe

**Awards & Recognitions**

* Have Courage to Be Bold and Innovate Award – Spirit Airlines
* Consecutive Rock-Star and Exceeds Expectations Evaluations, 2009-2020 – Spirit Airlines
* Led Church’s Women’s Forum - 2021

**Talent Strengths**

* Gallup SF34 Top 5 – Connectedness, Intellection, Empathy, Input, Belief
* Talent Card – EXCELLENCE - Responsibility, Values, Mastery, Achiever, Positivity