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**Program Manager – Leader – Communicator – Critical Thinker**

**Using Full Range of Project and Program Management Methodologies to Drive Production and Quality**

**Customer-Focused Leader Motivating Technical Professionals to Deliver on Aggressive Goals**

Outgoing and collaborative leader offering a history of success with enterprise-level programs and projects characterized by complexity, risk, and critical value to organizations. Skilled at forming and engaging high-performing teams to build quality products that deploy on time to enable achievement of corporate goals. Strong work ethic demonstrated by commitment to projects through to flawless completion. Motivated to be part of teams that innovate and excel despite challenges. Inclusive and engaged, encouraging all to bring their best selves and performance to work every day.

**Skills**

* Project Management
* Program Management
* Workflow Design
* Production Deployment
* Planning & Budgeting
* Leadership
* Influencing & Negotiating
* Vendor/Consultant Mgmt.
* RFP Administration
* Team Building
* Coaching & Mentoring
* Collaboration / Teamwork
* Critical Thinking
* Problem Solving
* Communication

Technology: Microsoft 365, Microsoft Teams, SharePoint Online, DevOps, Jira, Confluence, Clarizen

**Experience**

**Silver Search Consulting LLC** Paramus, NJ 2/2022 – 9/2023

**Client – KPMGI** (BES (Business Enabling Service) – GPMO (Global Project Management Office– Project Manager)

Led a cross matrix team from DHR (Digital H&R), Global Mobility, Learning & Development, and preferred SAP vendors. Oversaw all efforts in conjunction with GPMO best practices through initiation and postproduction employment activities. Used both Iterative and Agile development methodologies. Created detailed budgets for resources by cost center as well as for licensing and hardware costs. Collaborated with many departments within KPMGI globally. Influenced matrix team of 20+ professionals.

Performance Highlights:

* Drove migration initiatives for DHR program – SharePoint v13 to SharePoint online and SAP data center migration for Global Mobility and Learning & Development teams. Planned activities with the teams, met deliverable timelines, scheduled needed checkpoint calls for weekend deployment, engaged business partners when needed, and communicated progress to senior leadership. Resulted with no business PROD outages and financial penalties were non-existent due to cutover timelines were achieved.
* Worked with Global Mobility programs – initiatives related to tracking resources and cost of living expenses when transferring from home to host countries for temporary or permanent assignments once COVID was lifted and travel was approved using SAP Success Factors.
* Continue to plan and work on Learning & Development initiatives to support CMS (Content Management Systems with SAP preferred vendor OpenText using ECM (Extended Content Management) and Evaluation with vendor Explorance using Metrics That Matter to support survey feedback results on training materials provided to KPMGI.
* For all initiatives, I build a collaborative environment as a key liaison between the business and technical resources, realizing significant workstream improvements by handling and communicating issues, risks, and delays. Enabled cross-functional line-of-sight to aid production as well as awareness of downstream impacts and systems. I also obtained the ability to problem solve whether verbal or written to identify the problem, gather the right team to resolve, and finally communicate the end results for teams to move forward.

**Wells Fargo & Co.** Danbury, CT 2/2017 – 2/2021

**Technology Business Systems Manager, Commercial Capital** (10/2017 – 2/2021) and

**Consultant, Insight Global Consulting** (2/2017 – 10/2017)

After early success in a contracted consulting role, transitioned to Wells Fargo employee status. Led a team of four direct reports and two offshore indirect reports, all Senior Business Systems Associates. Oversaw all efforts of this BI engineering team through design, construction, and testing of multiple initiatives to support Wholesale Lending departments. Earlier in position, led BI Equipment Finance and Commercial Distribution Finance team supporting multiple data analytics workstreams during GE Capital’s sale to Wells Fargo. Used both Iterative and Agile development methodologies. Created detailed budgets for resources by cost center as well as for licensing and hardware costs. Collaborated with PMO and Financial Analysts monthly. Influenced matrix team of 30+ professionals.

Performance Highlights:

* Drove implementation of Enterprise Data Lake (EDL) subsequent to Wells Fargo’s acquisition. A rigorous schedule of six-day work weeks made this data integration and rebranding effort successful. Merged into a single source system – incorporating sub-ledger, originations, and service requests – to transform and enable data access by the business.
* Recruited to Wells Fargo by a former GECA colleague to work on BI team and drive toward production releases with the goal of moving GE assets to WF’s technical platform. Effort delivered immediate $2 million/month cost savings.
* Built a collaborative environment as key liaison between the business and technical resources, realizing significant workstream improvements by handling and communicating issues, risks, and delays. Enabled cross-functional line-of-sight to aid production as well as awareness of downstream impacts and systems.
* Trained and coached three teams to become self-sufficient in the use of Agile methodologies by leading, demonstrating, and reinforcing Scrum/Agile processes while ensuring alignment with Wells Fargo’s Agile Enterprise framework.
* Overcame challenges associated with integration of GE and Wells Fargo cultures, a significant roadblock after deal’s closing.
* Demonstrated versatility and range in other projects and priorities: Teradata encryption to meet regulatory requirements, application consolidations, quarterly disaster recovery plan (DRP) engagements, and others.
* Received “Exceeds Expectations” ratings in 2019 and 2020 performance reviews. Also received multiple long-term incentive and cash bonuses as well as frequent informal recognition from business leaders for contribution and responsiveness.

**Mass Mutual / Kforce Consulting** Springfield, MA and Enfield, CT 8/2016 – 2/2017

**Product Manager – Annuities and Retirement Services**

Collaborated cross-functionally as part of a matrix team of 15+ professionals to support Annuities and Retirement Services programs encompassing projects including regulatory updates, production issues, and enhancements. Consulting priorities:

**Data Analytics:** Re-platformed data and application from DB2 to Oracle. Led team of analysts, developers, and QA associates.

**Annuities:** Led business team colleagues to ensure accuracy and compliance of all printed marketing materials for annuities.

**Retirement Services:** Led initiatives on data analytics/annuities and retirement services platform, bringing multiple approved enhancements through to production state from various points in the software development life cycle (SDLC).

**GE Capital Americas** Norwalk, CT 8/2010 – 8/2016

**Program Manager, Business Analysis and Risk** (1/2014 – 8/2016)

As a key manager tasked with navigating changing regulatory requirements, led a team to identify all required reporting to the federal government and created a data workflow of attributes that were required by auditors. Interface lead handling all contact types across all organization levels for program and production support initiatives. Supported $120B generated by 12 businesses. Collaborated with US and International business units to complete the work and deliver on all goals. Ultimately drove deployment of more than 700 attributes over 12 releases. Risk reporting included Comprehensive Capital Analysis and Reporting (CCAR), Shared National Credit (SNC), and Off Balance Sheet (OBS) transactions. Provided counsel to senior leadership team, including CIO – Business Intelligence. Developed project scopes and budgets. Hired, coached, and mentored team members to excel. Supervised five GE employees and 14 consultants and managed a total matrix team of more than 30 people and a $6+ million budget.

Performance Highlights:

* Received consistently strong performance reviews, multiple discretionary bonuses, and a retention incentive upon GE’s announcement of its intention to sell the GE Capital Americas business. Identified as a critical resource.
* Coached a diverse team from varied vertical backgrounds, both in the US and offshore, to understand and unite around the enterprise mission to support company’s fiduciary and regulatory responsibilities.
* Chosen to lead an effort to evaluate the feasibility of using Big Data as a replacement for the Teradata FSLDM based CORE platform used for EDW.
* Invited to attend program at GE’s renowned management training center in Crotonville, NY.

**Senior Project Manager, BI Enterprise Analytics and Lending Solutions** (8/2010 – 1/2014)

Identified synergies between businesses using joint application Structured Operational Control Monitor (SOCM). Supported peer IT teams on functional testing for ACBS upgrades and simplification initiatives (Oracle to Teradata). Collaborated with client organizations using BI solutions to ensure compliance with regulatory mandates and risk assessments. Led program initiatives and production support for Lending and Equity. Led seven consultants directly, a matrix team of more than 20, and a $3+ million budget while using Iterative and Agile methodologies. Hired and coached team.

Performance Highlights:

* Exceeded budget and timeline goals for successful simplification initiative that delivered the ability to detect data inaccuracies from various data input points, to drive alerts, and to ultimately improve senior management dashboard.
* Took the initiative to anticipate year-end reporting challenges. Identified and resolved $1B issue in collaboration with CIO on January 1 to avoid reporting delays and potential inaccuracies.
* Exceeded budget and timeline goals for SOCM project.
* Recognized by senior leaders for ability to select, coach, and mentor new employees to maximize team performance.

**Logical Solutions of Fairfield County, LLC** Monroe, CT 1998 – 2010

**Senior Project Manager and Program Manager**

Served as the primary customer liaison in leadership roles on mid and long-term projects and programs for ESPN, McKesson, and Cigna. Used various project management methodologies and technologies to achieve all contract goals. Engagement portfolio:

**ESPN** (2/2009 – 7/2010): Acquired the ESPN account with the mandate to ensure data integrity and optimize data warehousing and business intelligence operations using Kalido and Oracle technologies in an Agile product development environment. Delivered on budget and timeline goals for this $1.5 million engagement employing 12 professionals.

**McKesson** (3/2003 – 1/2009): Implemented McKesson product suite for healthcare payers including Cigna, Aetna, Montefiore, and others. This $4.5 million engagement employed 15 professionals working in a Waterfall/Iterative development environment. Achieved all budget and deadline goals. Also, ensured compliance with all HIPAA standards.

**Cigna** (3/2002 – 3/2003): Led and managed a team of data modelers to assist in the consolidation of several claims systems. Participated in developing a workflow to centralize HIPAA EDI submissions and acknowledgements. This was an $8 million project employing 10 people.

Earlier Project Management and Information Architecture engagements with Unilever and United Illuminating Co.

**Community**

**Stepney Volunteer Fire Department** Women’s Auxiliary

**Certification**

**Certified ScrumMaster (CSM)** | Scrum Alliance | 9/2011 – Present (expires 8/2025)

**Education**

**Master of Business Administration (MBA), MIS**

Sacred Heart University | Fairfield, CT

**Bachelor of Science, Computer Science**

Quinnipiac University | Hamden, CT