**MICHELLE DAVIS**

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**GLOBAL PORTFOLIO LEAD**

**Portfolio Leadership | End-to-End Project Management | Customer Focus**

Top performing global IT lead with a passion for leading cross-functional teams in delivering strategic outcomes. Builds solution oriented, creative, and engaged team using strong problem solving and business relationship skills. Recognized as a leader in collaborative issue resolution.

**PROFESSIONAL EXPERIENCE**

**Otis Elevator Company –** Kforce Consultant, *remote work*2019 – 2023

**Project Management Office | Portfolio & Project Management | Digital Transformation Lead | IT Governance Lead**

Global lead for driving adoption of governance and project management best practices. Provided oversight of portfolio, program, project level administration. Established engagement teams to resolve complex, time-sensitive issues.

* Instructed global teams in schedules, budget, resources, governance / compliance, and change management best practices so that they delivered improved portfolio and project management results
* Supported global leadership teams with IT portfolio reporting which enabled them to use dashboard data to analyze progress, risks & issues, and budget spend
* Coached global IT teams in best practices in project governance in areas of project management, compliance risk and architecture standards
* Directed transformation efforts that reduced business spend by +$3 million on business infrastructure throughout North America for corporate and field branch offices
* Led team in the end-to-end SDLC to implement Axonify, a cloud-based, vendor hosted application used daily by 5000+ elevator mechanics to train and certify safety compliance requirements
* Worked on agile and hybrid teams as scrum master using Azure DevOps; led waterfall teams as senior project manager using Planview software

**Davis Environmental Remediation Technology (DERT),** *remote work*2018 - 2019

**Senior Project Manager**

Managed team to enter full scale trial of soil clean-up of a small Superfund site.

* Established project roadmap and detailed schedule using Microsoft Project
* Conducted extensive research on Superfund site status to create a site profile for project risk analysis
* Completed process flow documentation
* Consulted with site owners, lawyers, and scientific technology experts to determine feasibility for participation

**Self-Employed,** Fort Lauderdale, FL 2012 - 2017

**Director of Operations**

Initiated Phase 1 of a $21 million project to build a senior living, multi-level care community in Bloomington, IL

* Conducted market analysis for projected ROI
* Consulted with attorneys on complex issues of land use, contract negotiation, finance structuring
* Coordinated real estate transactions including the auction of farmer-to-farmer sale of 1000 acres of tillable Illinois farmland and the purchase of a three-acre commercial property adjoining the project build site
* Incorporated analysis, negotiations, and risks into a roadmap which provided a project blueprint to reduce build expenses and drive on-time delivery

Oversaw the day-to-day operation of estate properties in Florida and Illinois

* + Supervised staff of 12 for 24/7 coverage for interior, exterior and security
	+ Managed Crestron technology & security upgrades
	+ Accountable for maintaining operations budget

**State Farm Insurance Companies,** Bloomington, IL 1994 - 2012

**Senior Business Analyst**

Business Relationship Manager

* Job coach providing positive guidance to improve communication among opposition partners to reach negotiated agreements
* Liaison between Corporate IT and Field Office IT to avert conflicts stemming from job losses, used Organizational Change Management principles to provide support to impacted teams
* Selected to join an elite team to resolve issues between IT and field offices often involving confidential and time-of-the-essence projects involving infrastructure, data, and the reduction or relocation of FTE’s
* IT lead of business functionality for the physical move of State Farm’s Canadian headquarters responsible to identify data processing flows to shut down then return to service, risk identification and detailed mitigation planning
* Project data migration lead for the divesture of State Farm Life Insurance of Canada to Desjardins Group
* Coordinated the physical relocation of zone data centers to one centralized data facility to move infrastructure and data
* Managed the confidential project to implement GPS software for policy location identification
* Managed the relocation of three zone office mass print facilities to a centralized location

Portfolio Management Analyst

* Accountable for project initiation to secure funding, resource allocations, document scope, write charters
* Provided detailed analysis of budget trends and projected forecasts for Enterprise Resource Planning using source data from Primavera
* Led the development of offshore resourcing strategy, roadmap sessions and staffing plans for +10,000 projected FTE allocations for three staffing corporations
* Stood up employee onboarding processes and identified workstream improvements that reduced new employee setup from three weeks to three days
* Facilitated annual planning portfolio sessions and published monthly dashboards
* Coordinated annual review and simulation exercises of disaster recovery and business continuity plans

Senior Business Analyst

* Documented functional requirements for the Customer Information System (CIS) database to link +84 million policies and accounts
* Led BA team to implement the first CRM product to capture customer interaction events
* BA lead for PeopleSoft Financial migration for corporate telecommunications expenses
* Coordinated IT department disaster recovery and business continuity

**EDUCATION / CERTIFICATIONS**

Bachelors in Business Management, Pennsylvania State University

Certified ScrumMaster®, Scrum Alliance

Project Management Professional, Project Management Institute – *in progress*

eLearning

* Generative AI Overview for Project Managers
* Taming Bias: Using Wicked Problem Solving to Make Better Decisions & Align Teams

**AREAS OF EXPERTISE**

Project Management **|** Portfolio Management **|** IT Delivery **|** Work Initiation **|** Project Governance **|** Process Mapping **|** Business Transformation **|** Scrum Master **|** Schedule Build **|** Resource Forecasting **|** Stakeholder Engagement **|** Business Relationship Management **|** Process Improvement **|** Risk Mitigation **|** Communication **|** Project & Portfolio Reporting **|** Integration & System Support **|** Team Building **|** PowerPoint Presentation **|** Facilitation **|** Strategy Alignment