**Raquel Wilson**

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**Gaps in Employment** due to Real Estate Market crash, COVID-19 and Contract Roles

**Software Knowledge**

MS Office Suite-ex. PowerPoint; Communication - ex. Teams; Tracking & Ticket – ex. MS Project, Visio, JIRA, Tableau, Clarity, Fieldglass, ServiceNow; Storage – ex. OneNote, Teams; Data Mining, Data Visualization and Data Profiling – ex. SharePoint, SAP and SQL (Basic), PowerBi, Custom software- ex. Prime Mover, Microsoft Dynamics 365 AX (some). Apptio, ITIL, ITSM, Jira (Atlassian), Microsoft Copiilot, Scaled Agile Methodology and Confluence.

**Construction Knowledge** - Facilities, Real Estate Contract negotiation (build out-who pays what/triple Net), Infrastructure, Business Continuity, Disaster Recovery, Emergency management, Data Centers (MDF/IDF/Cabling/Raised Floors/fire suppression, redline construction documents, AutoCAD, Procore, MS Project.

**Employment History**

***Product Owner/Business Analyst (Contract role)* November 2023 to Present**

**Lennar Corporation – REMOTE/Hybrid Miami, Florida**

Provide vision and direction to the Agile development team and stakeholders throughout the project plan and prioritize product feature backlog and development for the product Defines, develops and manages product vision, strategies and roadmaps

Assess value, develop cases, and prioritize stories, epics and themes to ensure work focuses on those with maximum value that are aligned with product strategy.

Provide backlog management, iteration planning, and elaboration of the user stories Assist in defining, measuring and monitoring product (KPI) performance and use as input into product roadmap definition

Evaluate need for new or changed business / product capabilities to respond to changing and competitive environment.

Drive scoping, requirements definition, business case development and priority setting for initiatives in assigned area.

Define quality and control objectives, critical success factors and measures compliance and KPIs Leads complex product / service delivery efforts Sets analysis, requirements definition and change management direction / standards within assigned area; guides others.

Create and maintain a product backlog according to business value or ROI.

Prioritizes Product Backlog and provides Definition of Done.

Lead the planning product release plans and set the expectation for delivery of new functionalities.

Translate product roadmap features into well-defined product requirements including features, user stories, and acceptance test criteria.

Lead product planning processes, initiatives and teams.

Understand interdependencies and constraints across teams; guides cross team collaboration / prioritization.

***Business Analyst/Project Manager - (Contract to Perm – Funding reduced)* December 2022- June 2023**

**Guidewell Health/Florida Blue – REMOTE/Hybrid Jacksonville, Florida**

* Partner with staff & Business Sponsor to ensure the design accomplishes business & technical requirements.
* Manages Issues, Risk, Dependencies and Change Request following the established PMO guidelines.
* Construction Documentation - Mechanical, Electrical, Plumbing Building. Certificate of Occupancy - Interior Renovation, Build-Out, Design Build or Ground up - geared towards healthcare.
* Accountable for managing and monitoring project performance of multiple projects with one or more internal and external dependencies, multiple scopes, including: providing guidance to Leadership and core team which consist of Business/IT, external entities and supply chain. Contract Management, Contract Negotiation as well as Procurement of medical equipment and devices.
* Identified, negotiated, communicated and managed project changes.
* Reported status of project, including project risks to customers, project team, supervisor, Project Offices and other key staff.
* Oversaw product documentation and archived and adhered to project management standards.
* Responsible for managing external and vendor relationships (including the SOW) and managing implementation of deliverables and schedules.
* HIPPA and PIP taken into account.

***Change Management Analyst/Project Manager - (Short Contract role)***  **May 2022- November 2022**

**PNC Bank – REMOTE**   **Philadelphia, Pennsylvania**

* Assisted in researching Policies and Procedures used throughout the company that impact the Enterprise Change Methodology as well as establish process standards.
* Assist with managing the CMF Policy exceptions – researching and processing requests, determining policy versus process requests, managing the administration once approved.
* Assist in review and follow-up with potential instances of non-compliance to CMF Policy and its associated.
* Visio process flow completed to confirm review of processes against existing regulations.
* Use of Outlook calendar management to schedule applicable meetings as needed and capture notes & action items from those meetings; attend relevant meetings scheduled by others and capture action items.

**Project Manager - Quality Assurance**  **December 2020- May 2022**

**FirstBank – REMOTE/Hybrid Miami, FL Full-Time Role – left due to salary** **reduction) Miami, Florida**

* Assured documentation meets with regulatory compliance (FDLIC), which includes:
  + Corporate and regional credit, deposits, ACH, electronic services compliance operational policies and procedures.
* Conduct analysis of existing business processes and systems and propose improvements by recommending Enhancements, Improvements of ERP systems with tickets through email and JIRA.
* Reviewed lending and deposits origination and processes to ensure compliance and reconciliation of accounts.
* Documented & evaluated procedural, policy weaknesses and/or inconsistencies to avoid noncompliance risk.
* Provide training and guidance by maintaining awareness of changes within the company, regulatory and credit policy guidelines that may impact business activities.
* Reviews findings with branches, other departments & senior management; elicits any corrective actions, including the timeframe, and identifies deficiencies and weaknesses.
* Payments Compliance and upcoming regulations, Fraud detection, Process Payments and includes Credit Card (Mastercard and Visa) and check Payments.
* Forecasting, Financial Analysis & Financial Modeling completed.

**Project Manager - Data/eCommerce Analyst Contract** **to perm- COVID 19 staff reduction**   **October 2019–May 2020**

**Alliance Entertainment (Steven Douglas) ￼**  **Sunrise, Florida**

* Created and maintained client custom product, cost and inventory files delivered via FTP; Prime Mover and some Microsoft Dynamics 365 AX used to increase efficiency, reduce complexity and reduce costs.
* Design and implement methods to gather and manage supply chain data Research and seek out the most cost-efficient shipment procedures and methods.
* Plan and implement supply chain optimization projects and promote inter-business relationships with business partners and vendors. Improve all aspects of the supply chain department by reviewing current methodology and processes and streamlining steps and locating the best prices for inventory.
* High-level understanding of all aspects of supply chain processes. Develop KPIs and provide ITSM performance metrics reports using ServiceNow Performance Analytics Module. Investigate and document new IT tasks and follow through to QA & UAT as well.
* Ensures master data integrity in key systems as well as maintaining and cleansing data in preparation for data migration. Supporting the implementation of the SAP system through data visualization and migration.
* Visio process flow complete to confirm current process.

**Project Manager - Infrastructure Analyst June 2019 – September 2019**

**Seminole Tribe of Florida (Signature Consultants) - (short term Contract** **Role) Hollywood, Florida**

* Create Infrastructure Requirement Manual for entire tribe – Inclusive of System, Network, Public Safety, Applications, Operations and Information Security.
* Completed an infrastructure document on how to install and bring in coaxial cable into a building and bury the line, to assure full power of the line is brought in without constant loss of network or intermittent connection into the building (MDF/IDF) (ITSM/ITIL).
* Completed construction documentation, infrastructure and specifications to include Data Center. Designed MDF/IDF with racks, tracks, punch down, Fire Suppression, Electrical requirements, cabling, labeling of lines, router and switches.  Contract Management & Negotiation. Portfolio Management. Visio Diagram.
* Gather requirements using interviews, document analysis, requirements workshops, site visits, business process descriptions, use cases, SDLC modeling, integrations and asset management.
* Participate in QA and release of new and changes to applications through testing, debugging and user acceptance before planning and executing deployment; including Salesforce and other software.
* Work with Public Safety on Life Safety on BDA’s (Cellular and Radios), DAS, CCTV layouts (identifying back up time and positioning of cameras). Procurement/Supply chain of materials. Process Improvement.
* Business Continuity and Disaster Recovery process outlined to include Emergency Management and Utility build out to include abatement, removal, repair, re-route and temporary solutions.

**Project Manager - Train/Mentor within Construction (short term Contract** **Role} September 2018 – March 2019**

**Team Rubicon (Veteran Based Company) 60 project - Disaster Recovery Naples, Florida**

* Helped victims of Disasters with rehabilitation of their property as well as help Veterans matriculate back into society with a skill.
* Responsible for managing and coordinating a project resources and documentation – end to end, as well as Forecasted and reconciled company’s expense accounts and assisted with maintaining vendors.
* Worked with IT staff, Infrastructure and management to assess software access and teach staff how to use the software; as well as, set up business process flow for operations and software updates to share with executives/upper management. Portfolio Management & Construction Documentation.
* Procore & MS Project to track and pay vendors as well as provide access to C-Suite.
* Provided expertise in inventory and supply chain, integrations between local and corporate offices.
* Designed Fire Suppression, Electrical requirements, coaxial cable and labeling of lines, router and switches.
* Construction Documentation - Mechanical, Electrical, Plumbing Building. Certificate of Occupancy - Interior Renovation, Build-Out, Emergency/Disaster Recovery Management - relocate residence to completion- assess HVAC, Electrical Panel, mold remediation - removal of walls, air blower, etc., new or repair of roof.
* Relocated displaced resident until work is completed move furniture & return resident back to home upon completion.

**Project Manager - Functional - ERP to Cloud Base Program**   **April 2017 to September 2017**

**Citrix – (Insight Global) - (short term Contract** **Role)**   **Fort Lauderdale, Florida**

* Gathered and partnered with/from Finance (A/P, GL, Revenue Recognition, Tax & Treasury) business requirements to assure finance system development matches the needs of accounting functions.
* Utilized GAAP analysis and SDLC model to satisfy strategic, business objectives, create process flow diagrams, system documentation, and presentations as necessary.
* Work with SAP FICO team to assure that all software requirements are mapped correctly and assure middleware is working with all internal applications (Hybris, Vertex, Vantiv, Coffee & Cloud base, Salesforce).
* Completed Use Cases & User Stories and utilized in both SIT & UAT to eliminate any misunderstandings on delays, errors or inability to use the software as outlined. ITSM/ITIL. Some SQL. Offshore vendors.
* Visio Process flow to document payment to execution documented.

**Facilities & Project Manager - Real Estate (Contract negotiation- Triple** **Net) June 2016 – April 2017**

**The Retail Outsource – T-Mobile Franchisee (Full-Time Role) - 90 projects**  **Coral Gables, Florida**

Construction and Build-Out of 45 locations within 6 months with cost savings of $3.5 million, which includes:

* Reviewed potential locations, estimate, acquire LOD, work with T-Mobile corporate, completed Test Fits, selected & hired an Engineer, Architect, General Contractor, designed Data room and fiber optic lines. Procurement/Supply chain of materials
* Negotiated with vendors & contractors (Management and Negotiation) – i.e., Computer setup, Cabling, networking & PBX/phone/Internet requirements. Ordered fixtures, equipment, scheduled IT installations & security systems. Purchased and ran software testing to POS systems for credit card payments (VISA/Mastercard). ITSM/ITIL.
* Construction Documentation - Mechanical, Electrical, Plumbing Building. Certificate of Occupancy - Interior Renovation and track with MS Project.
* Assisted Select locations - decipher any potential repairs to negotiate lease and build out, design layout, provide to architect and T-Mobile for review send to GC to complete work & order materials.

Facilities Managed which includes – 40 currently owned locations and corporate office:

* Reduced Utilities by negotiating with vendors for corporate and sites – equaling to $ 150k a year. Reduced
* Corporate operational costs, utilities, office supplies, parking cards & internet by $500k per year
* Defined & managed IT Disaster Recovery Strategy from a security perspective for break-ins and robberies as well as Tested Server performance for connectivity and update from corporate. Financial Analysis and Financial Modeling. Process Improvement and Change Management

**Construction Project Manager/Business Analyst (Contract Role)**   **June 2015 to March 2016**

**Ultimate Software Group (Kronos/UKG) (Signature Consultants)**   **Weston, Florida**

Design/Build and procure materials for (2) Print Shop locations Memphis, TN and Weston, FL. Including: MEP (Mechanical (HVAC), Plumbing and Electrical) and creating infrastructure.

* Installation of Fiber Optic lines which includes angle and burying the line; which includes OSP or into main building (MDF/IDF).
* Organized and managed installation of coaxial cabling from main room to location to install security cameras, cable tv, & ports. Work with IT vendors to specify requirements, purchase, enhance, implement software as well as track and assign software licenses.
* Purchased laptops, computers, phones and items for day-to-day operations with Salesforce.
* Business Analyst – Gather requirements, work with vendors to gather costs & design applications, user testing, launch applications & train users.
* Utilized SDLC methodology to ensure successful implementation of two systems with the same software at two different locations.
* Determined staffing requirements, interview, hire and train new employees, or oversee personnel processes for a $7mm printing project over a 2-month process. Tracked issues, risks, communicated status, and escalated concerns; Worked with IT team via JIRA and SharePoint on requirements, documenting outcomes and requirements.
* Defined and managed IT Disaster Recovery Strategy if a network was to go down and define software and hardware requirements in collaboration with stakeholders and owners.
* Reported & prepared strategies to maintain server infrastructure as well assured “Dashboard” reflects current and past requests from a statistical and percentage perspective for future projections.
* Construction Documentation - Mechanical, Electrical, Plumbing Building. Certificate of Occupancy - Design-Build, locate building design interior, select architect, GC, furniture & Materials, ordered new electric from pole.

**Senior Project Manager/Principal (Consultant/Contract** **Roles) December 2007 to June 2015**

**Teamwork Property Management Commercial, Retail & Residential clients Various locations in Florida**

* Project execution, planning, budgeting RFI/RFP/RFQ & overall project execution.
* Resourced product and resources; Utilize product and resources as necessary.
* Managed project financials, Project administration, including budgeting and forecasting. track resources time.
* Monitored risk, managed change & contract management; assured resources based on ability to complete SOW (Statement of Work).
* Continuous improvement initiatives across projects via Excel and PowerPoint.
* Design warehouses, Inventory Management Systems, Asset Management, Assist with Shipping and Receiving methodologies.
* Procurement/Supply chain of materials and medical equipment.
* Process Improvement & Change management.
* Construction Documentation. Design/Build Data Centers.
* Design - Mechanical - returns/supplies, Plumbing - locate existing & notate new to connect, Electrical -specify outlets, amperage, panel, order new electric to bring to building to meet my requirement and build out.

**Education:** Bachelor of Fine Arts in Interior Design, New York Institute of Technology

**Project List:**

**Giving back to the community – Disaster Recovery – Hurricane Irma victims:**

Collier County Rebuild - Responsible for managing and coordinating all necessary project resources and documentation throughout the entire project lifecycle from the contract signed by clients to completion of construction. Responsible for ensuring every assigned project is completed with a high level of quality construction & customer service, on time and on budget. Volunteer Coordinators, Resource Coordinators and Finance/Scheduling Coordinator report directly to Project Manager.

**Colleges/School:**

* + Stanford University - Interior design, purchasing and project management of furniture.
  + Pine Crest Junior High School -Interior design, purchasing and project management of furniture.
  + Miramar High School - Interior design, purchasing and project management of furniture.
  + Piper High School - Interior design, purchasing and project management of furniture.
  + Heritage High School - Interior design, purchasing and project management of furniture.
  + Meadow Park Elementary - Interior design, purchasing and project management of furniture.
  + Forest Hills Elementary - Interior design, purchasing and project management of furniture.

**Industrial/Municipal:**

* + Indian River Municipal Complex - Interior design, purchasing and project management of furniture.

**Medical/Hospital:**

* + Jupiter Medical Center - Interior design - Includes Design and MEP and Refrigeration, purchasing and project management of furniture.

**Commercial/Retail:**

* + T-Mobile Retail stores (franchisee) - Construction Project Manage (45 locations), Facilities (40 locations), Corporate Real Estate & Facilities
  + Spherion (Randstad) - 120 relocations, 50 renovations & 45 improvements. Budgets up to $ 5 million dollars. Construction Project Manage, Interior Design, Project Management, Purchasing, selections and involvement in Furniture, Fixtures and Equipment.
  + Orangetheory Fitness - 170 locations throughout the United States. Construction and Design Project Manager, supported Franchisees from concept to completion, assisted in sales of Franchises, store design and layout.
  + How Do You Roll - Facilitated facilities requests and followed up until all maintenance items were complete
  + Pinkberry - Facilitated facilities requests and followed up until all maintenance items were completed/assure fridge/refrigeration works correctly
  + Giraffas - Facilitated facilities requests and followed up until all maintenance items were completed/assure fridge/refrigeration works correctly
  + Maui Wowi - Facilitated facilities requests and followed up until all maintenance items were completed/assure fridge/refrigeration works correctly
  + Jamba Juice - Facilitated facilities requests and followed up until all maintenance items were completed/assure fridge/refrigeration works correctly
  + Yogurtland - Facilitated facilities requests and followed up until all maintenance items were completed/assure fridge/refrigeration works correctly inclusive of roof unit.
  + Fit2Run - Facilitated facilities requests and followed up until all maintenance items were completed.
  + Perry Ellis - Facilitated facilities requests and followed up until all maintenance items were completed.
  + Tommy Bahama - Facilitated facilities requests and followed up until all maintenance items were completed.

**Residential and Hospitality Housing projects:**

* + Palladio - Interior Design and layout of units.
  + WCI Hotel & Condo - Interior Design of a units
  + Residential project for a Sheik - Istanbul, Turkey - Interior design, purchasing and project management of furniture and construction projects for Executives and relocating of divisions; as well as purchase furniture fixtures and equipment and oversee the logistics from each individual manufacturer to Istanbul, Turkey.

**Banking/Insurance Industry:**

* + Goldman Sachs - Interior design, purchasing and project management of furniture and construction projects for Executives and relocating of divisions.
  + Young & Rubicam -. Interior design, purchasing and project management of furniture and construction projects for Executives and relocating of divisions.
  + Guardian Insurance of America - Interior design, purchasing and project management of furniture and construction projects for Executives and relocation of divisions.
  + Merrill Lynch - Construction, Project Management and Facilities Management for 6 buildings - to include restacks, moves, new employees, Emergency facilities request and Rapid response, especially abatement after “9/11” crisis.
  + Wachovia (Wells Fargo) - Interior design, purchasing and project management of furniture and construction projects for Executives and relocating of divisions.
  + UnionBank - Interior design, purchasing and project management of furniture and construction projects for Executives and relocating of divisions.
  + 1st United - Interior design, purchasing and project management of furniture and construction projects for Executives and relocation of divisions.
  + NationsBank - Interior design, purchasing and project management of furniture.
  + Deloitte Touché - Interior design, purchasing and project management of furniture and construction projects for Executives and relocating of divisions.

Ente**rtainment:**

* + Viacom/MTV - Interior Design, purchasing and logistics of furniture, fixtures and equipment.
  + HBO - Interior Design, purchasing and logistics of furniture, fixtures and equipment.
  + Nickelodeon - Interior Design, purchasing and logistics of furniture, fixtures and equipment.

**Software companies:**

* + Siemens - Construction, Project Management and Facilities Management for 6 buildings - to include restacks, moves, new employees, Emergency facilities request and Rapid response.
  + EDS (HP Enterprise Services) - coordinated with vendors, local contacts and executive contacts to assure a smooth transition.

**Gas Station:**

* + BP gas stations - Survey and assess many stations in preparation for rebranding throughout the tri-state area of Pennsylvania, New Jersey and New York.