Katrina Ward
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Professional Strengths:

- 10 years of program and project management experience executing IT, Finance, and Operational deliverables; with excellent oral, written, presentation, and persuasive communication skills
- Strong business/finance acumen with data analytics skills to frontline influential trends and mitigate risk globally to maximize quality and maintain standards across business organization.
- Qualified servant leadership abilities, with optimal proficiency in managing high pressure situations, exerting adaptive prioritization techniques with empathy, transparency and professional resilience.
- Driven with distinctive understanding of program management competencies designed for discovering innovative solutions to complex challenges.

Technical Skills:

- Proficient with Microsoft Office 365 Suite Applications, Teams, Access, Excel, Outlook, PowerPoint, JIRA, MS Project, ServiceNow, Workday, Google Suite, SQL Server, VISIO, PowerBI, ClickUp, Monday.com, Slack, SharePoint 2013, Microsoft InfoPath, SharePoint Designer Application, Edit Plus, and other industry related software.

- Possess extensive knowledge of Robotic Process Automation & Program Management Methodologies; Agile, Waterfall, Scrum, Kanban, and Iterative (Change Management); Confluence, SSRS, ERP Systems, CRM Applications, Tableau, Blue Prism, UiPath/Orchestrator, OpenBots.ai.

Professional Experience:

Capital Expansion Investments LLC.
2021 – Present, Program & Project Management Consulting (FinTech, Technology, Finance, Operations):

- Partner with organizations to manage multiple internal and enterprise level programs and projects concurrently to improve growth and efficiency. Exercise proficient application of proven project management methodologies while implementing unique problem-solving approach in a strong servant leadership capacity that guides business teams through the full project lifecycle.

- Collaborate with clients to determine project parameters, develop project plans that align with organizational objectives, and manage program objectives and resource allocation for enterprise level initiatives including corporate business strategy and strategic planning, Risk & Change management, data governance and analytics transformation management.

Global Payments Inc., Remote - Global Project Manager III

- Management of large scale and complex programs/projects, and initiatives from initiation to delivery utilizing various methodologies (Waterfall, Agile, Scrum, Kanban, Hybrid, Iterative...etc.) and applying Scrum patterns and techniques (like Burn-down techniques, Retrospective formats, handling bugs, etc.) to ensure quality and on-time completion of program deliverables within budget.

- Employed robust testing methodologies to ensure functionality, usability, and thoroughly optimize anticipated delivery for program & project deployment on diverse platforms throughout development lifecycle (Unit Testing, Security Testing, UAT, etc.).

- Coordinated strategic roadmaps to provide structure, outline strategy and optimize testing scenarios for process improvement, and software implementation utilizing Waterfall, Agile, V-Model, Iterative Model, and other testing methodologies that ensure business requirements align to stakeholder expectations

- Drive strategic implementation of operational program/project plan, prepare and present key deliverables, including project kickoffs, change order management, and status and Risk reports utilized to achieve milestones and monitor progress and performance; to quickly identify, escalate, and resolve challenges while diminishing delays.

- Coordinate the delivery of payment platform services implementation and team resources to keep projects on track and within budget, maintain excellent customer communication and satisfaction, while ensuring alignment with stakeholders throughout the implementation process.

- Collaborate cross-functionally across vertical business markets and financial data analytics & development teams to develop, document, maintain scrum tools (task board, burndown chart, product backlog, etc.), maintain and lead enforcement of financial data governance frameworks, and standards that enable meaningful business solutions.

Accelirate Inc., Sunrise, FL

2020, Enterprise Program Management/Automation Process Lead, (RPA) Robotic Process Automation

- Manage global teams and oversee performance for automations engaging SDLC and structured programming methods (Waterfall, Agile, Scrum, Kanban, Iterative…etc.) for requirements definition, solution design, program development, testing, documentation, training, deployment, operations and support required maintenance.

- Lead automation lifecycle testing phases evaluating requirements, user stories, and development design & build that encompass testing scenario development, debugging processes, and quality assurance management to improve user experience, enrich operational efficiency and identify opportunities for improved solution quality and enhanced reliability of automation deployment.

- Provide program management support to project sponsors and cross-functional management teams in the development of a customer automation center of excellence (COE); and collaborate to establish scalable Robotic Process Automation (RPA) capabilities.

- Direct the development of Software Design Document (SDD), Process Design Document (PDD), Project Plan, and Test Plan artifacts validating key concepts for successful/timely customer deployments. Collaborate with analytics teams to develop logic and data sets (SQL, Excel, Power BI) in support of business needs.

- Lead operational side of the RPA software/cloud suite to troubleshoot complex issues impacting production automations and identify risks and develop mitigation strategies that drive new development functionality.

- Oversee the development and maintenance of robotic process automation (RPA) workflows to review and consult on the architecture of intelligent automation solutions and manage the RPA development team with integrating OCR, Machine Learning, and AI technologies to ensure productivity throughout SLDC.

BrightStar Credit Union, Sunrise, FL

2017 – 2018, Enterprise Program Manager, (EFT) Electronic Funds Transfer, Accounting Department

- Supervised, trained, mentored staff; Managing daily operations, delegated work priorities, and resolved complex issues across all banking branches for business products including ACH, Debit, Credit, and Share Draft processes.

- Manage testing phases to ensure comprehensive traceability across test lifecycle and effectively manage project requisites, issues, and test case design for well-coordinated & streamlined requirements, change, and release management tracking end to end.

- Managed design and implementation as vendor coordination leader to improve banking member account maintenance and manage risks to ensure accuracy and efficiency via website platform migration phases.

- Liaised complex analysis projects and KPI reporting identify best sources, extract data, interpret and analyze results; leveraging data from multiple sources to identify new business opportunities; developed procedures to automate manual processes and improve member security for enhanced banking experience.

- Formalized functional specifications and user story documentation, Business Requirement Documents, business process mapping, UI/wire frames, user stories, data dictionary/mapping, and A/B testing and test scripts for Credit Union electronic web-based banking initiatives.

- Cross-functionally collaborate with Marketing and graphic design leads for strategically planning marketing campaigns, translating marketing strategies into actionable plan that involves (data mining) targeted client groups, coordinating budgets, requirement timelines, and reporting successful campaign performance and progress through various Program Management methodologies (Agile, Waterfall, and Hybrid).

JP Morgan Chase, Tampa, FL

2014 – 2017, Project Management and Business Analyst; Corporate Investment Bank Operations

- Managed and executed projects using structured data analytics to measure productivity, identify issues, risks, project roadblocks, potential opportunities for change, and develop effective risk management approaches and mitigation strategies that ensure operational readiness through rigorous testing and Change/Implementation Management methods.

- Designed The Global Trade & Asia Core Cash SharePoint platform implementations and development (SharePoint 2013 Framework, Microsoft InfoPath, SharePoint Designer Application) utilized for global partnership with team members and stakeholders to resolve issues quickly and streamline the communications and escalations required processes.

- Organize, schedule, coordinate, and manage project activities and resources; including scorecards to create presentations and communicate project recommendations to senior leadership and impacted stakeholders to provide actionable insight and ensure BI and data needs are satisfied. Perform deep dive data drilldown for root cause analysis of data trends to support decision-maker data needs.

- Partner with executive teams/C-suite leadership (China, LATAM/Latin Americas, USA) to identify inequalities and mitigate risk through application of process improvement techniques utilizing key business metrics, visualization and other business improvement transformation tools to oversee program management initiatives for advancement of global operating efficiencies and synergized business processes.

- Orchestrated enrichment curriculum for interns and new employees to promote positive team dynamic and enhance interpersonal and professional development skills through knowledge share sessions, training, and mentorship within corporate diversity programs.

Education & Certification(s):

- Howard University, BBA Bachelor of Business Administration & Management

- Scrum Alliance, CSM Certified Scrum Master

- Project Management Institute, PMP Project Management Professional (12/2024)

Professional Journal/Article Publication:

- Ward, K. P. (2020). "A New Vision, Preparing For The Next Default Cycle". ALFN Angle, Volume 7 (Issue 4), Pg.51-55.