Norma R. Henry

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IT Project Manager

Certified Scrum Master with extensive experience leading end-to-end programs and project lifecycles, aligning business goals with IT strategies to implement high-impact solutions. Strong Background in managing Data analytics and infrastructure initiatives, overseeing enhancements, and optimizing application/database servers. Delivered large-scale software integrations by leveraging agile methodologies, mitigating risks, and troubleshooting technical issues. Adept at empowering global teams, fostering strong stakeholder relationships, and streamlining processes that enhance operational efficiency across various organizations.

CORE COMPETENCIES

Project Planning & Execution | Quality Assurance & Testing | Technical Documentation | Budgeting & Cost Control | BI/Data Warehousing | Server Upgrades & Optimization | Program Management | Instructional Design | System Implementation | Waterfall Methodology | Process Improvement | Change Management | Team Leadership & Training | Cross-Functional Collaborations

KEY HIGHLIGHTS

- Modernized the enterprise-wide MS-365 platform for a 100,000-member fraternal organization, conducting user acceptance testing (UAT), developing user guides, manuals, and training programs to enhance user adoption.
- Trained 1,000+ FEMA first responders, including doctors, nurses, pharmacists, and EMTs, on an upgraded Emergency Resource Management (ERM) system for the Department of Homeland Security, improving disaster recovery capabilities in critical areas.
- Empowered 8,000 global employees with enhanced skills, developing and delivering a large-scale 40-hour training program.

PROFESSIONAL EXPERIENCE

Realistic Computing Inc. | Owings Mill, MD - Remote

Senior Program Manager | CSM   Apr 2017 – Present

Currently working as a consultant, delivering high-quality solutions to improve operational efficiency and optimze processes.

- Led cross-functional IT and project teams in delivering software infrastructure and media solutions, managing all phases from client requirements to final delivery, resulting in increased customer satisfaction.
- Improved community access to mental health resources and support by managing the development and launch of a mental wellness application for a non-profit organization.
- Directed a diverse range of projects by formulating and implementing project plans, risk assessments, and communication strategies that drove business outcomes and exceeded stakeholder expectations.

APR Consulting- Client Verizon | Ashburn, VA

Lead Business Analyst Consultant   Apr 2013 – Oct 2016

- Analyzed functional, business, and user requirements to detect areas of improvement and gaps, enhancing GUI screens and interface designs for improved user experience and maximum productivity.
- Established a dedicated help desk to streamline new product releases and conducted training sessions that boosted call center employees' product knowledge confidence 75%.
- Revamped call center processes for 200 staff members by developing workflow documentation and performing process analysis.
- Collaborated with planning, engineering, and IT teams to optimize project strategies and launch new products and programs.

Verizon Communications | Ashburn, VA

Program Manager | CSM   Nov 2002 – Oct 2012

- Oversaw a $10 million budget for system upgrades, focusing on strategic resource allocation, financial management, and project delivery.
- Managed a team of certified IT professionals, ensuring compliance with industry licensing and certification standards while fostering ongoing professional development For the CIO office.
- Devised a training program that elevated organizational intellectual capital 95%, boosting employee participation and certification rates.
- Ahieved a 50% decrease in cycle time and improved project quality by introducing the Scrum management model across teams.
- Established a STEM outreach initiative in collaboration with schools and corporations to engage maximum students and bridge the gap between academia and technology.

EDUCATION & CERTIFICATIONS

Master of Science (MS) in Instructional Technology and Design | New York Institute of Technology
Bachelor of Arts (BA) in Psychology and Management Science | Kean University

Certified Scrum Master, Scrum Alliance **| Certified Oracle Developer,** Oracle University
Usability Specialist, SIG Computer and Human Interaction **| Certified Spin Instructor,** Madd Dogg Athletics

AWARDS

Employee of the Year, 2023 | **Women in Technology Outreach Leader**, 2014

TECHNICAL SKILLS

Slack | Jira | CRM | ERP | ETL | SDLC | Oracle | SQL | Microsoft Office Suite