One Voice Institute

CORPORATE PROJECTS

ONE VOICE
INSTITUTE OF ELEMENTAL
ETHICS AND EDUCATION INC.

MAPLE TREE DAYCARE CENTRE

Expansion support, rebranding, and marketing program 2020

- Assessment of status quo and offerings
- Definition of vision and roadmap
- Development of digital and content collaterals
- Redesign of logo
- Redesign of website
- Facilitation of playground build
- Social media planning and schedule
- Promotion of new site expansion
- Optimization review and administrative business practice automation
- Resource evaluation and recommendations, delegation of duties
- Billing, subscriptions, and cash flow improvement proposals

DELIVERY AND PROGRAM MANAGEMENT

Global Box Migration to G-SUITE 2019

- Lead strategic planning for Box Migration for global move from Box to GSUITE
- Assembled team and leveraged key leadership partners as advocates of the initiative
- Conducted wide reaching discovery sessions to identify critical use cases
- Designed robust, continuous communication plan to ensure user acceptance
- Partnered with IT leads to identify and apply key content migration tool & execution plan
- Set up comprehensive support plan in partnership with key SMEs and Help Desk
- Organized step and cadence of migration team responses to user special requests
- Worked with Legal department to ensure compliance with standards including SOX
- Reported on weekly progress in formats including slides, dashboards, & meetings
- Collaborated with immediate and executive leadership to set optimal timelines/priorities
- Monitored sub development project and release of code integrating SalesForce with Contract
- Express and Docusign to meet specific use case for Legal, Sales, and Operations
- Conducted day to day release operations, troubleshooting and communications of issues, resolutions, and progress
- Mentored staff members interested in project management, strategy, and communications
- Drafted communications required by Communications manager, Learning Department and HR throughout the project
- Worked with Google SMEs to provide learning sessions addressing specific use cases for key leaders and departments including Legal, HR, Sales, and FP&A
- Wrote FAQs gleaned from these sessions and throughout the project for future reference and onboardingWorked with leadership to determine best strategy and schedule for closing down Box licenses

PRACTICE, PROGRAM/PROJECT MANAGEMENT

Pharmaceuticals 2016-2019

- Spearheaded MDM (IBM)initiative involving US, EMEA, and China Partners and included requirements for newly merged KITE Pharmaceuticals IDM requirements.
- Led global ERP migration from multiple smaller (domestic and offshore) to single global US Based NetSuite platform including pre-conversion data assessment, validation and reconciliation.
- Designed plan, socialized and obtained C-Level approvals, built teams, and executed initiative in keeping with all compliance, regulatory and legal requirements.Led new and expanded office, laboratory, manufacturing, network architecture infrastructure projects to provide users in USA, APAC and EMEA with standard and optimized including state of the art ZOOM/Office 365 conference rooms, carts, huddle spaces and offices.
- Planned budgeted (including Capital budget) and executed on projects at each location with vendors, contractors and resources to install and test network hardware/software, AV and telephony requirements office amenities, relevant local (high risk country) data center expansions and implementation of software-defined wide-area network (Cisco SDWAN) supporting broadband internet.
- Worked closely with US network architects and technical vendors daily, n 3 time zones and multiple languages via ZOOM calls and translators. Sites were located in China (Chengdu, Guangzhou, Beijing, Wuhan, Zhengzhou), Japan (Tokyo), Ireland (Cork), UK HQ, Spain (Madrid), Moscow, Munich and California (Foster City). Ultimately all projects delivered in sequence to support the connecting of all existing and new enterprise networks including branch offices and data centers
- Replaced a legacy system with a ShareCare and met go-live date in time for fiscal alignment with HIPAA requirements and mobile app for patient registration, at Contra Costa Health Services Worked closely with research scientists to define data confidence, validation, and reconciliation requirements and identify nextgen tools for streamlining and optimizing critical molecular modeling processes.
- Led ServiceNow implementation – all locations worldwide for internal supply chain procurement and inventory ticket tracking.
- Led set up of DEVOPS team and infrastructure , trained its first 3 scrum masters, acted as agile coach and led first quarter of all scrums and poker estimation sessions, and set up of JIRA and Confluence pages supporting development AGILE LEAN SDLC cycles.
- Developed auditor approved processes and training for GxP, GmP, SOX, High Risk Country and document retention, project documentation, and other regulatory, compliance and legal training to streamline and economize pre-audit prep and audit experiences.
- Led complex audit remediation process for manufacturing and IT PMO divisions.Led multiple multi-million-dollar critical path 2017/2017 LEAN/Agile initiatives, including GxP Data Archive Solution Project, Manhattan Center Stone Global Corporate Space Integration Project, Audio Visual Global Conference Room Standardization Project, etc.,
- Guided Agile/DevOps conversion for global expansion to support a new position in a competitive world software development market, for NRI Companies of Japan (introduced and trained dev/devops resources offshore on planning poker and JIRA/Confluence utilization for optimal momentum.
- Led BIG DATA (pre cloud conversion project to design and implement data quality and governance, reconciliation and validation exercises and ongoing processes to maintain quality.
- Cloud conversion and data quality/conversion/confidence subject matter expert IBM MDM initiative - from idea to delivery including project planning, implementation, capital budgeting, communications with c – level, global all client locations in US, EMEA and APAC.
- Agile/Lean conversion coach and senior consultant for multiple clients
- Delivered successful rollout of cutting-edge clinical communications program linking all levels of staff at Stanford and Lucille Packard Children's Hospitals. Global facilities buildouts, software implementations, office and manufacturing site developments in around the world.
- Led national and international document digitization programs for large organizations in Pharma, Healthcare, and Insurance

INTERNATIONAL MONEY TRANSFER INITIATIVE
5/2014 – 6/2016

- Responsible for transforming an acquired startup resource, products and location into a fully agile Global Innovation Center with an international SaaS team, expanded facilities and processes globally into 22 countries, providing detailed cost analysis for each initiative.
- Defined and lead program achieving PCI 3.0 and SSAE16 compliance in advance of Enterprise Introduced agile/lean methodology and executed successful mobile applications delivery for transaction staging with tie-ins to kiosks and storefront customer support systems
- Led design and populations of JIRA/Confluence for teams to support planning poker sessions and enhancement queues for optimal productivity.
- Designed regional ERP program to include migration of multiple smaller (domestic and offshore) Dallas HQ Based NetSuite platform including pre-conversion data assessment, validation and reconciliation involving complexities currency types, High Risk Country financial reporting, and optimized security requirements specific to money transfer.
- Designed plan, socialized and obtained budget approvals, identified required resources, created matrixed teams, and executed initiative in keeping with all compliance, regulatory and legal requirements.VMWARE MDM initiative - from idea to delivery including project planning, implementation, capital budgeting, communications with c – level, global all client locations in 62 countries worldwide.
- Led ServiceNow implementation – all locations worldwide for kiosk procurement and inventory ticket trackingLed audit prep and remediation program to resolve findings dating back two years within 1st year of employment.
- Lead international document digitization program – Documentum, GDOC, IoT
- Designed process and operating model for Master Data Management and did cost analysis to prove ROI in each case.
- To create state of the art premise for new innovation center, led new and expanded infrastructure, hardware/software, AV and telephony initiatives, office and data center expansions and implementation of software-defined wide-area network (Cisco SD-WAN or SDWAN) supporting broadband internet, ultimately connecting existing and new enterprise networks including branch offices and data centers throughout MoneyGram's international reach.
- Led teams focused on new customer-centric products and solutions which net over $30M in 2 years
- Worked hand in hand with engineers, security specialists, IDM SME's, ethical hackers and legal/compliance/and regulatory SME's to design IDM system requirements, process and change management program to select and support conversion to new IDM system for at Innovation Center as a POCl.
- Led RFP, planned initiative, negotiated vendor contract (Oracle), executed rollout which was advanced across the organization in 2017. Developed security ultimate testing protocol including ethical hackers also rolled out across the organization in 2017.
- Identified and executed on more than $5M in savings opportunities Led program to ensure successful expansion of franchisee network globally – all inclusive rollout including space, software, hardware, network infrastructure, training and contract and compliance/ regulatory governance programs.

THIRD PARTY PAYOR INSURANCE PORTFOLIO
Solution Centers of Excellence East/West 1/2012 – 5/2014

- Led programs to improve interfaces, fully automated processes, track data and parent company reporting
- Provided organization with first mobile application solution for patient registration on the fly integrated into the billing system
- Responsible for ERP design, implementation and rollout to 12 divisions and locations.
- Lead BIG DATA initiative to incorporate mandatory migration of disparate databases, quality controls, regulatory and compliance requirements post audit.
- Provided detailed cost analysis and reported the same to executive management.
- Led ServiceNow implementation – managing supply chain for medical instrumentation and equipment leasing program sponsored by Blue Cross.

INTERNATIONAL LEARNING SYSTEMS

A $1.5B educational content, technology and services company with operations in 20+ countries 1/2010–12/2011

Acquisitions Project
- Directed global acquisition integration teams in the U.S., India and Costa Rica
- Transformed failing Dash Board Portfolio acquired from National Geographic and built and aligned global teams to support remediation of code testing and subsequent rollout.

CHILDREN'S HOSPITAL PROGRAMMING

A $50 Million Capital budget portfolio management mission which included two critical projects
1/2009 – 12/2009

Multiple Software and Facilities Projects
- Directed design and buildout of unique medivac/helipad focused operating suite
- Lead mission critical business and medical/surgical requirements confirmation, design, implementation (including physical facilities, AV and medical support of unique operating room suite) for Trauma certification
- Lead design and execution of one-of-a-kind emergency pharmacy back up system to provide pharmacy dispensation and labeling during disasters or power outages to critical care patients and emergency rooms filling gaps in EPIC software programming for the hospital.
- Shared this concept and design to support future implementations with all PA hospitals.
- Lead teams and project transforming BIG DATA requirements in partnership with compliance, regulatory, and legal departments including PII, SOX, HIPPA guidelines.

WEALTH ADVISORY AND INVESTMENT PROJECTS

A $13.8B Fortune 250 holding company specializing in insurance and investment management
1/2005 – 12/2008

- Spearheaded an enterprise critical conversion of 5 disparate plan management, disclosure, risk management and payout systems into 1 aggregate with new data, workflow and outputs Senior Global Program Manager and Senior Analyst
- Defined and led pilot of organization's first mobile CRM application focused on equipping insurance representatives with current customer data on the fly
- Led the design and implementation of conversion programs for the U.S. and global locations