

Objective

Serve in leadership role to delight English and Spanish-speaking stakeholders across functional areas and at all levels with technical savvy and value from PMP/PMBOK principles, and MBA.

Personal Profile

Earned reputation for providing organizational leadership and providing workplace responsiveness and accuracy. Excellent communication in English and Spanish. Life-long learner with ability to recognize strategic goals and implement through customer-driven, timeline-driven processes. Strengths in providing timely communication and value added information in cross-departmental projects. Demonstrates clarity, cultural sensitivity and enthusiasm in driving projects. Professionally raises questions to clarify project and challenge processes to provide best practice methodologies.

Education

<i>Agile: Project Inception</i> , Project Management Institute ,	2013
<i>Court Interpreter Skills...</i> , CAPI – Colorado Assoc. of Professional Interpreters ,	2010
<i>Thriving on Conflict</i> , Project Management Institute ,	2009
<i>Professional Interpretation</i> , One World Translation (medical) & State of CO (legal),	2009...
<i>Six Sigma Yellow Belt</i> , Project Management Institute ,	2007
<i>Masters in Business Administration (MBA)</i> , Colorado State University ,	2006
<i>Certified Project Management Professional (PMP)</i> , Project Management Institute ,	2003
<i>Masters in Computer Science</i> , College of William and Mary ,	1995
▶ Thesis on Michael Fagan's approach to Software Inspection	
<i>Masters in Theological Studies</i> , Wesley Theological Seminary ,	1989
<i>Bachelor of Arts</i> (Public/International Affairs), The George Washington University ,	1987
▶ Internship at Organization of American States, Quincentennial Program	
▶ Junior Year Abroad Program (12 months in Lima, Peru)	
▶ Latin American Studies and Secondary Field of Study (Minor) in Spanish	

Technical Skills

- ▶ WebEx/NetMeeting/Skype – setup, attending, leading, recording
- ▶ Fluent reading, writing, speaking and translating Spanish and English; presentations
- ▶ Interviewing and evaluating/coaching applicants and potential applicants; selecting/on-boarding new hires
- ▶ Leading off-shore team of technical experts for contracted value in a very large project
- ▶ Leading team discussions, requirements/design/code/test reviews
- ▶ Microsoft Project, Excel, Word, Visio, PowerPoint, Access, Outlook, Instant Messenger, SharePoint, *Explorer
- ▶ Working familiarity: Samba, Postgres, SQL, Zope/Plone, Apache, Mozilla, VNC, Open Office
- ▶ Virtualization/VMware
- ▶ Relational Database System Design and Oracle/SQL usage
- ▶ Dynamic HTML publishing and Cascading Style Sheets; Twiki/Wiki; Dot Net Nuke web technologies
- ▶ Social Media
 - ▶ <http://www.linkedin.com/in/mbapmp>
 - ▶ <http://www.facebook.com/mbapmp>

Interests and Activities

- ▶ Experiences in Peru, Chile, Argentina, Uruguay, Brazil, Mexico, El Salvador, Nicaragua & Costa Rica
- ▶ Co-translated ethics reference document for Project Management Institute into Spanish
- ▶ Project manager for restoration of playground equipment in Peruvian orphanage
- ▶ Consultant for creation of church websites (mvcchurch.org & fbcfortcollins.org)

- ▶ Advisor to pastor in charge of interdepartmental initiative to empower volunteerism/ConnectionPower ERP
- ▶ Supporter/participant with Compassion International and Samaritan's Purse/Operation Christmas Child
- ▶ Communications lead for community of believers nicknamed "Encouragement, Inc."
- ▶ Translator for materials in support of short-term mission trip to Mexico

Chronological Work History

Agilent Technologies, Colorado

2010 – 2013

Web Global Project Manager

- ▶ Led amazingly smooth project plan review with eCommerce
- ▶ Brought colleague to level of comfort with MS Project tool & SharePoint 2007
- ▶ Interviewed, contracted and managed off-shore team in Argentina
- ▶ Traveled for face to face events representing our team & company
- ▶ Created/released Testing slide based on Visio picture
- ▶ Develop visual to define Content Milestones 1/2/3
- ▶ Hosted Content Strategy Face to Face conference
- ▶ Led eCommerce review of project plan through Design Complete
- ▶ Proposed first sponsor review meeting
- ▶ Proposed standardization for percent complete reporting
- ▶ Spoke to Web Operations staff about Issue Register on SharePoint
- ▶ Arrange to apply After Action Review learnings at next project plan review
- ▶ Synthesized new eCommerce dependencies
- ▶ Led baseline signoff meeting for Web Track
- ▶ Initiated conversation about Six Sigma with corporate expert
- ▶ Solve mystery 2-month delay in project plan
- ▶ Set up Disaster Recovery Checkpoint/Sponsor Review

One World Translation, Colorado

2009 – 2010

Spanish Interpreter (part-time)

- ▶ Analyzed data structure and content for migration to information management system
- ▶ Provided real-time English/Spanish oral translation for medical personnel and patients
- ▶ Maintained medical paperwork to support billing and workers' compensation insurance benefits

Excelsior Software LLC (a GlobalScholar Company), Greeley, CO

2008 – 2009

PMO Director

- ▶ Championed launch of scheduled Support model, leading to high customer satisfaction
- ▶ Collected key metrics for Support department operations and charted progress over time
- ▶ Created PMO SharePoint site for centralized documentation, team discussions, blogs, wiki, etc.
- ▶ Pushed for unified, available approach to interdepartmental and global document management
- ▶ Found customer data revealing a 400% greater than expected implementation queue
- ▶ Led customer migration effort to become a centralized, CRM-type web/database application
- ▶ Investigated and proposed expansion of Salesforce.com to handle our customer life cycle
- ▶ Preserved key leadership roles through diplomatic representation and coaching
- ▶ Created/executed internal SurveyMonkey request for prioritized enhancements to product
- ▶ Documented and created business processes to increase confidence, efficiency and accuracy

Hewlett-Packard Company (VMC/VOLT contract), Fort Collins, CO

2006 – 2007

Senior Program Manager

- ▶ Established team portal for project document libraries; led efforts around calibration and test
- ▶ Developed new project schedule with team in record time (2-3 weeks after I started)
- ▶ Managed collaborative work between HP and Flextronics for calibration of imager modules
- ▶ Maintained customer confidence through useful and timely updates
- ▶ Participated and shared in leadership of weekly engineering team meetings

*Advanced Micro Devices (AMD – VOLT contract), Longmont, CO***Technical Program Manager****2005 – 2006**

- ▶ Led development and validation teams in adoption of effective bug triage/tracking system
- ▶ Hosted development team offsite to review technical and user requirements for update system
- ▶ Created offsite training conference for virtual team
- ▶ Collected customer requirements on-site and brought them back to home office
- ▶ Observed and supported in-country customer support/call center in Sao Paulo
- ▶ Collaborated with Product Manager at customer site in Istanbul to resolve technical issues
- ▶ Evaluated and delivered software for 50x15 initiative
- ▶ Oversaw pilot deployment (remotely) to two schools in South Africa
- ▶ Developed system image specific to World Congress on IT (English/Spanish/Portuguese...)
- ▶ Provided technical support to in-country sales team for presence at UNETE in Mexico
- ▶ Managed software and hardware requirements to support delivery/communication of brand value

*Northern Colorado Networking Group, Fort Collins***Volunteer Leadership role: NoCoNet Program Manager****2005**

- ▶ Championed importance of usability in plan for system conversion to new Dot Net Nuke website
- ▶ Led team in identification of audience types to drive requirements/design of new website
- ▶ Nurtured relationships and logistics with visiting recruiters

*EchoStar Satellite, L.L.C., Cheyenne, Wyoming***Program Manager II****2003 – 2005**

- ▶ Managed data consolidation/collaboration project built in .NET framework
- ▶ Investigated and reported on regulations associated with OEM/business travel to Mexico
- ▶ Bridged communication gap for requirements verification of database objects/Eclipse UI
- ▶ Brought vision and technical expertise to multi-site use of user-built, Plone intranet
- ▶ Distilled over 800 system requirements based on over 250 business processes for RFP
- ▶ Documented/supported training of user community for Postgres-based web application
- ▶ Encouraged ITIL-ITSM usage by IT specialists to organize resources and address critical needs
- ▶ Coordinated implementation design/implementation of new wireless LAN by IT groups
- ▶ Facilitated execution of previously stalled LAN/WAN improvements
- ▶ Communicated interdepartmental requirements of EchoStar with Telsec device vendor
- ▶ Developed planning/tracking system with Tech Lead for Echo 10 satellite program

*Colorado Christian University, Fort Collins, Colorado***Associate Professor****2003**

- ▶ Organized and hosted guest lecture by Peruvian entrepreneur and accounting executive
- ▶ Interpret and deliver course content according to university policies: Personal and Social Ethics; Management Problem-Solving and Decision Making; Leadership and Management
- ▶ Enhanced delivery of business courses: supporting adoption of online classroom (eCompanion)

*Hewlett-Packard Company, Englewood, Colorado & Rockville, Maryland***Software & Systems Engineer****1995 – 2002**

- ▶ Participated in weekly meetings at Lockheed-Martin to deploy SAP modules and systems
- ▶ Supported standardized server model for AT&T Broadband's Citrix environment
- ▶ Transformed support role for Software Distributor from "slow to respond" to problems and issues to "quick response and proactive" in solving problems & anticipating issues
- ▶ Interviewed MCI IT lead for process and functional support requirements of Software Distributor
- ▶ Invented GeoCustoms solution to solve international deployment problem; won patent

*New Kent Public Schools, New Kent, Virginia***Spanish Teacher****1991 – 1992**

- ▶ Implemented class plans and instructed/evaluated secondary school pupils in Spanish