

RENEE G. RAMOS, PMP

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OBJECTIVE

A challenging Program/Project Management position that leverages my skills in management, technology and business strategy. Strongly interested in organizations that foster professional development and career growth.

SKILL SUMMARY

PMP Certification • PMO • Consulting • Telecommunications • Project Management of Overseas Resources
• Resource/Capacity/Budget Management • Business Process Analysis • Planning • Excellent Verbal/Written
Communication • Training • RFI/RFP • Former Requirements and Data Analyst

EXPERIENCE

AMDOCS, INC. (Consulting Division – ACD)

Dulles, Virginia

Senior Consultant/Lead Project Manager – System Integration (SI) PMO July 2007 to PRESENT

- Project Manager for Sprint-Nextel 4th Generation (4G) WiMAX service Portal (brand name “XOHM”) Initiative (Total IT Program Budget \$5B).
- Manage Sprint, Amdocs, and IBM Architecture, Development, and Test teams in Israel and North America to implement over 70 multi-system/platform interfaces. Current scope includes Sprint-to-Sprint internal system interfaces, Amdocs product integrations, deployment of portlets and feeds, and integrations with 3rd party vendors (Google, SwapDrive, McAfee Security etc). Provide support to 3rd Party Vendor selection and schedule management activities.
- Create/manage Interface Program plan for Soft and Commercial market launches. Develop and implement PMO strategy for interface management process. Develop and establish Executive level reporting; work with PMO Director and Sprint/Amdocs delivery leadership to define Change Request process.
- Maintain and monitor scope in coordination with shifting requirements and direction from Sprint Business/IT Executive leadership. Work to align Amdocs Business Systems Solution (BSS) and Portal schedules; identify dependencies, and escalate issues and risks as required.
- Identify and present opportunities to sell additional Amdocs Consulting services to Sprint-Nextel for future 4G Portal releases (July 2008).

SALLIE MAE CORPORATION

Reston, Virginia

Project Manager – Information Technology, Lender Services

October 2006 – July 2007

- Project Manager within Application Development for Release, Maintenance, and Customer Care Initiatives.
- Created and maintained capacity plans; managed and monitored project burn rates and resource allocation.
- Project Manager/Requirements Analyst for Sallie Mae in-house PM tool; worked with IT VP, Product Unit Managers, Program and Project Managers, Enterprise Testing, and Production Support to develop reporting, metrics, and Executive level dashboards.
- Created/Maintained/Approved work schedules for 18 member staff of SMEs, Business Analysts, Developers, and Consultants. Helped to lead Process Improvement effort by standardizing PM roles and responsibilities, project deliverables, goals and performance measurement.

DISCOVERY COMMUNICATIONS, Inc.

Silver Spring, Maryland

Project Manager – Technology & Media Services (TMS)- *Contract Position*

April 2006 – October 2006

- Project Manager for implementation of automated, on-air Promo placement system (GRiP iT). Identified areas of Business Process improvement and worked with US Channel Marketing organization to streamline production operations in preparation for system implementation.

SPRINT (formerly Nextel Communications)

Herndon, Virginia

Program/Project Manager – IT Sales and Marketing PMO

August 2005 – April 2006

- IT Project Manager (EvDO Program) for Corporate Split Billing/MRC Projects (Total IT Budget \$4.6MM)
- Managed and maintained total project spend and burn rates. Manage Requirements, Development, Design, Test, and Implementation resources from 40+ individual impacted legacy Sprint/Nextel applications as well as outsourced IBM development (including offshore).
- Drove IT Schedule in coordination with Corporate Release Management, Core IT Project teams, key stakeholders, Business Project Manager, Account Management, and IT PMO Management.
- Provided guidance and direction to business partners during functional/system requirements sessions. Manage project scope, identify and evaluate risk, create mitigation/acceptance strategies. Communicate all project issues impacting scheduled delivery.
- Proactively worked with legacy Nextel Billing system (Amdocs) to evaluate project requirements in advance of Corporate Billing decision. Performed LOE/cost analysis of each legacy Billing platform to assist Business partners during merger transition.
- Worked with Solution Architects to revise architectural blueprints and reevaluate application touch points during project Discovery phase.

Sr. Project Manager – IT Sales and Marketing PMO

December 2004 – August 2005

- IT Project Manager for Salesforce.com implementation (portal/web application for tracking leads, contacts, and clients).
- Created and maintained IT budget models for Salesforce.com (licensing/support and application integration). (Total IT Budget \$3.4 MM).
- Managed Salesforce.com integration project, worked with Web Development Manager to revalidate Vendor feasibility and cost estimates for project “go/no-go” decision. Worked with Enterprise Testing and Development to identify resources, obtain LOEs, and formulate project schedule.
- Interim ITPM for Telesales Order Entry System (TOES). Managed Change Control process for Release 2.0 team. Coordinated change requests for Test and Development environments.
- **Revenue Enabling Systems All-Star Award for Outstanding Contributions, 2005**

Sr. Project Manager – IT Enterprise Program Management Office

March 2004 – December 2004

- IT Project Manager for Release 2.0 of nCompass, custom application used by Nextel Program and Project Managers to manage projects, budgets, documentation, and issues.
- Monitored and Tracked IT Budget and oversaw renewal of contracts for contractor resources.
- Created test plan and test scripts, oversaw UAT and system testing.
- Provided nCompass functional/business process Training to Nextel IT Directors, Program and Project Managers in Virginia, Atlanta, and Denver locations.
- Provided direction to Program and Project Managers on IT PMO process and procedure, budget planning and forecasting, PMO gate reviews, and Software Development Methodology (SDM) compliance.
- **IT VP Award for Outstanding Dedication and Service, 2004**

Sr. Business Systems Analyst – IT Finance/Commissions
(Jr. Project Manager)

March 2003 – March 2004

- Managed development of a custom Web application for use in Nextel sales. Developed functional requirements, high-level design; coordinated UAT/integration testing with Commissions team and contract consultants.
- Provided functional/technical Tier 3 support to Commissions operations in North, South and West Regions using Oracle Sales Compensation (11.5.8). Worked with Oracle support to open/test/resolve TARs.

Sr. Business Systems Analyst – ATLAS 2.0, IT Engineering
(Jr. Project Manager)

March 2002 – February 2003

- Managed Reporting upgrade effort within ATLAS 2.0. Developed project plan, directed requirements analysis, arranged hardware/software requisition, and coordinated Development and Test resources. Oversaw activities of seven full-time Development personnel.
- Managed software requirements process for all six modules in the ATLAS 2.0 system upgrade effort with business owners, developers, testers, technical writers and consultants. Resolved environment operation problems, coordinated with Development, EDS Support resources as needed.

Business/Requirements Analyst

March 2001 – March 2002

- Coordinated Development Production Support and worked with Business Owners, Testing, and EDS Support to implement code fixes/data cleanup/business process changes. Developed business and functional requirements for upgrade of the Asset Management System (ATLAS) – an Engineering tool for tracking the location, cost, and depreciation of Cell Site equipment. Led vendor research study and created RFI for prospective bidders.

BUILDNET, INC.

Research Triangle Park, North Carolina

Business/Requirements Analyst
E-Commerce Business Unit:

February 2000 – November 2000

- Developed business requirements/functional specifications enabling XML development, design, and implementation of new products/functionality for “B2B” Internet marketplace. Researched e-Project software package for potential co-branding to market as Web interface for use in project scheduling and procurement, and management reporting.

KEANE, INC.

Durham, North Carolina

Consultant

March 1999 – July 1999

- Developed/edited/tested on-line help text files for a customized client/server database system.

PUBLIC CONSULTING GROUP, INC.

Chicago, Illinois

Consultant/Business Analyst, (School Services Unit)

September 1997 – February 1999

- Team Lead, on-site data analyst for the Chicago Public School System (CPS). Identified and solved system issues; worked with technical support staff based in Boston, MA. Trained over 1,500 school system management personnel in modified business/systems processes; developed training course with fellow consultants.
- Created and launched Quality Assurance (QA) workflow for financial/management reports distribution to CPS' Chief Fiscal Officer, Controller and other senior management. Supervised operations staff to generate, QA, and package all financial/management reports.

EDUCATION

TEMPLE UNIVERSITY - Philadelphia, Pennsylvania

August 1990

B.A. in Journalism, concentration in Public Relations and Publicity Writing

PROJECT MANAGEMENT INSTITUTE (PMI)

Project Management Professional (PMP) Certification

May 2005

COMPUTER SKILLS

Visio, Clarity, Service Desk, Sharepoint, Groupshare, Microsoft Office (Word, Excel, PowerPoint, Project and Project Server, NetMeeting)