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|  | **Contact Information** |  |  | Lorie Corlett | | | | |  |
|  | **Email**  lorie.corlett@wysent.com  **Location**  Redwood City, CA 94063  **Phone**  650.922.2311 |  |  | Professional services delivery and project management professional specializing in Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP).   * Over 15 years technical CRM professional services project management * Proven success delivering customer facing solutions & exceeding customer expectations * Demonstrated strategic leadership and proactive approach * Excellent interpersonal sensitivity and communication skills * Meticulous attention to detail and customer satisfaction * Results-oriented, strong self-motivation, and a quest for excellence * Ability to interface well with all levels of management * Excel in ambiguous fast-paced environments requiring analysis and decision making * Skilled in agile, waterfall and hybrid methodologies * CSM, Certified ScrumMaster agile process framework * PMP Certified PMI Project Management Professional * ITIL Certified, Information Technology Infrastructure Library * B.S. Business Administration – Finance | | | | | |
|  | **Experience** |  |  | **Wysent, Inc.** | | | | | |
|  |  |  |  | Apr-2019 - Current |  | | **Sr. Project Manager and Solution Consultant** | | |
|  |  |  |  |  |  | * Responsible for project execution of Software-as-a-Service (SaaS) cloud solutions. * Lead project teams through kickoff, design, implementation, deployment, and go-live. * Create detailed project plans, effectively manage dependencies, and mitigate risks. * Develop and deliver effective presentations to communicate project updates and support productive decision making. * Provide project status reports both documented and through formal meetings with the customer. * Pro-actively escalate project issues internally and with the customer along with suggested resolution to make the project successful. | | | |
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|  |  |  |  | **Sterling Spectrum, Inc.** | | | | | |
|  |  |  |  | Jan-2016 to Apr-2019 |  | | **Project Manager & Entrepreneur** | | |
|  |  |  |  |  |  | * Utilized project management skills to successfully design, develop, manufacture and launch a new product to market with annualized gross sales of $600K. * Developed and managed budgets for marketing, operations, and technology. * Implemented cloud-based multi-channel integration software. * Managed vendor negotiations, contracts, and performance. | | | |
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|  |  |  |  | **Visa** | | | | | |
|  |  |  |  | Jul-2012 to Jan-2016 |  | | **Sr. Project Manager** | | |
|  |  |  |  |  |  | * Responsible for highly visible $10M SharePoint social, intranet and collaboration project on CEO top 10 initiatives list. * Implemented the first internal mobile application project establishing the internal mobile platform. * Managed complex group of internal and vendor resources in highly matrix organization. * Successfully managed issues, risks, and escalations. * Known for effectively leading kickoff and status meetings. * Performed vendor management. * Consistently delivered projects on-time and on-budget. * Conducted project review gate presentations for leadership approval. * Maintained 100% executive approval-to-proceed on first request. | | | |
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|  |  |  |  | **BMC Software** | | | | | |
|  |  |  |  | Sep-2011 to Jul-2012 |  | | **Sr. Project Manager** | | |
|  |  |  |  |  |  | * Responsible for successful execution of BMC Services implementing Remedy OnDemand Software-as-a-Service (SaaS) and cloud computing solutions for external customers. * Managed all aspects of project lifecycle for custom integration and development projects from the Statement of work creation through implementation, transition, and go-live. * Executed with agile, waterfall and hybrid methodologies. * Awarded “Rookie Project Manager of the Year” for successful execution of demanding and highly visible technical project for strategic account, Walmart.com. * Consistently delivered on-time and on-budget in challenging environment. | | | |
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|  |  |  |  | **Visa** | | | | | |
|  |  |  |  | Aug-2010 to Sep-2011 |  | | **Sr. Project Manager** | | |
|  |  |  |  |  |  | * Successfully managed multiple contact center $1M - $3M application development projects. * Managed highly visible Oracle Siebel CRM enhancements project. * Demonstrated leadership and decision-making ability in fast paced environment. * Recognized with outstanding ability to create comprehensive statement of work packages. * Managed diverse stakeholders in highly matrix organization including offshore and third-party consultants. * Effectively built strong relationships with the customer organization by understanding and meeting business needs. | | | |
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|  |  |  |  | **Hewlett-Packard** | | | | | |
|  |  |  |  | Jan-2008 to Apr-2010 |  | | **Sr. Program Manager** | | |
|  |  |  |  |  |  | * Implemented a Solution Development Life Cycle (SDLC). * Designed and deployed a project management SharePoint structure for collaboration and reporting. * Developed, delivered, and presented professional web event trainings regarding SDLC process. * Created executive portfolio dashboard reports resulting in improved executive decision making. * Lead and participated in business reviews and portfolio planning sessions. * Responsible for successful delivery of sales enablement web portal project including the design and implementation of a web-based portal solution. * Conducted requirements analysis and validation and lead the development team efforts. | | | |
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|  |  |  |  | **Merck Pharmaceuticals** | | | | | |
|  |  |  |  | Nov-2006 to Dec-2007 |  | | **Sr. Technical Program Management** | | |
|  |  |  |  |  |  | * Contracted to establish agile project framework for multiple aggressive, fast-paced technology projects supporting one of the customer’s top strategic initiatives, Global Support Functions. * Lead technical software development teams implementing Essbase financial applications. * Reported out program budget, status, and metrics. | | | |
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|  |  |  |  | **Visa** | | | | | |
|  |  |  |  | Jul-2006 to Nov-2006 |  | | **Sr. Project Manager** | | |
|  |  |  |  |  |  | * Contracted to take over highly visible, turbulent, customer-facing technology projects impacting Visa’s strategic initiatives including planned initial public offering. * Credited by Executive Vice President for turning around 12 month, $3M Oracle Siebel CRM deployment. * Communicated effectively with high level executive management enabling key decisions. * Partnered closely and collaboratively with customer organization. * Brought projects back on track by identifying issues and taking immediate corrective action. | | | |
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|  |  |  |  | **EMC Corporation** | | | | | |
|  |  |  |  | Mar-2003 to Jul-2006 |  | | **Program Delivery Manager**, *Technology Solutions Group* | | |
|  |  |  |  |  |  | * Program Delivery Manager (PDM) overseeing Program and Project Managers delivering Professional Services engagements in Northern California. * Consistently exceeded revenue commitments. * Repeatedly acknowledged for outstanding command of the business. * Recognized for PDM Early Revenue Attainment Award. * Ensured cost effective and timely delivery of billable engagements that drive product and services. | | | |
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|  |  |  |  | Sep-2002 to Mar-2003 |  | | **Professional Services Manager,** *Program Management Office (PMO)* | | |
|  |  |  |  |  |  | * PMO Manager overseeing a group of 18 Professional Services Program and Project Managers in Connecticut & New York. * Conducted project reviews to track financial performance. * Received accolades for cross-functional effectiveness working with other departments. * Negotiated Statements of Work and terms and conditions. * Provided management support for implementation escalations. | | | |
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|  |  |  |  | Nov-2001 to Sep-2002 |  | | **Sr. Project Manager,** *Professional Services Group* | | |
|  |  |  |  |  |  | * Managed on-time, on-budget delivery of "billable" Consulting Services for EMC Professional Services engagements. * Performed with unprecedented results in Project Manager Role by repeated successful deliveries. * Acted as the primary interface to the customer, vendors and all EMC resources and organizations associated with each engagement. * Managed all aspects of assigned projects including detailed planning, task tracking, cost control, and quality assurance in accordance with the Professional Services Methodology. * Identified client requirements and developed statements of work. | | | |
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|  |  |  |  | **Computer Sciences Corporation at Nortel - Sr. Transformation Program Manager**  2000 to 2001 Contracted to manage the technical transition of Nortel’s global support call centers and help desks for Nortel’s $3.4 billion IT outsourcing effort. | | | | | |
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|  |  |  |  | **AT&T Solutions, Professional Services - Sr. Professional Services Technology Consultant**  1999 to 2000 Contracted as senior Technology Consultant to augment AT&T’s professional services providing e-commerce solutions. | | | | | |
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|  |  |  |  | **Lucent Technologies Inc. - Sr. Call Center Professional Services Consultant**  1989 to 1999 Contracted as a Sr. independent consultant to supplement Lucent’s Professional Services. | | | | | |
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|  |  |  |  | **HP/Compaq/DEC at Citibank - Technical Project Manager**  1997 to 1998 Contracted to develop, manage and coordinate remote technical support call center and on-site help desk for Citibank's $750 million global outsourcing transition effort. | | | | | |
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|  | **Skills** |  |  | * Client Engagement Process & Customer Focus * Project Budgeting, Scheduling, and Tracking * Risk Management * Escalation Management and Problem Resolution | | | | * Scope Management & Change Control * Cross-functional Effectiveness * Vendor & Procurement Management * Strong Presentation Skills * Passion for client satisfaction | |
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|  | **Software & Tools** |  |  | * NetSuite * Salesforce.com * Oracle Siebel CRM * Remedy OnDemand * Microsoft SharePoint Implementation * Oracle Hyperion Essbase | | | | * JIRA * TFS Teams Foundation Server * CA Clarity PPM * Microsoft Teams * Oracle Business Intelligence Enterprise Edition (OBIEE) | |
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|  | **Certifications** |  |  | * Scrum Master (CSM) certification agile process framework * ITIL Certification, Information Technology Infrastructure Library | | | | * Project Management Professional (PMP) certification – Project Management Institute (PMI) * U.S. Coast Guard Captains Certification | |
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|  | **Training** |  |  | * NetSuite: Essentials, ERP Fundamentals, Administrator Fundamentals, SuiteLife Demo & Delivery * SalesForce Administration * cPrime: Scrum Agile Development Training, Certified ScrumMaster (CSM) Training * Microsoft: MS Project Essentials, Microsoft Office Word, Microsoft SharePoint * Pink Elephant: ITIL Information Technology Infrastructure Library Essentials * Stanford University: Executive Leadership Seminar * PMI: Essential Facilitation Skills for Project Managers, People Skills for Project Professionals * EMC University Training:   - Six Sigma; Fundamentals, Advocate and Green Belt  - Focused Approach to Project Management & Effective Project Management  - Project Financial Management  - Microsoft Project, Outlook, Access, Word  - Business Writing & Business Protocol  - Impact through Influence  - Coaching for High Performance  - Presenting for Impact  - Core Management - Achieving Results in a Matrix Environment  - Everyday Negotiation | | | | | |
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|  | **Education** |  |  | **California State University,** Chico, CA 1988  Bachelor of Science in Business Administration – Finance | | | | | |