

Contact

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Top Skills

SDLC

Business Analysis

Vendor Management

Certifications

Ken Blanchard on Servant
Leadership

CSPO, Certified Scrum Product
Owner

PMI-SP, PMI Scheduling
Professional

Agile Project Management:
Comparing Agile Tools

NCR APMF JIRA and Greenhopper

Marissa Osbourne

SSMC, CSM, CSPO, ITIL, PMP, BS, MS, Six Sigma Yellow Belt
Atlanta Metropolitan Area

Summary

- *IT project manager with over 18 years of experience
- * Project Management
- * Change Management
- * ITSM Process Management
- * Stakeholder Engagement
- * Team motivation

Experience

Fiserv

Agile Coach / Scrum Master

April 2018 - Present (2 years 6 months)

Greater Atlanta Area

- * Mentor, coach and lead Agile teams working in several high profile deliveries
- * Certified SAFe® SSM 4 Scrum Master
- * Help to create transparency for stakeholders, leadership and Agile teams
- * Coach the teams to continuously inspect and adapt
- * Developed and provided process improvements and best practices to maintain uniformity as well as improve efficiency, speed, and quality.
- * Managed projects and created detailed schedule, issues, risks, and action items, ensuring project team met goals and expectations.

Macy's

Senior Project Manager

July 2017 - April 2018 (10 months)

InterContinental Hotels Group (IHG®)

Project Manager Scrum Master

April 2017 - July 2017 (4 months)

Greater Atlanta Area

- Supported and provided guidance to Lean Agile scrum teams, based on IHG's Agile Playbook, to become and sustain itself as a self-organizing, effective team.

- Partnered with the Delivery Manager, Tech lead or other stakeholders to understand and advocate for achieving technical best practices. VersiobOne
- Managed Rally team exception dashboards ensuring reports are clean and team is managing continuously.

Macys Systems & Technology Inc
Project Manager Scrum Master
September 2016 - April 2017 (8 months)
Greater Atlanta Area

- Provided guidance and leadership to staff ensuring consistent methodologies are applied.
- Performed integration functions and resolve issues and risks across multiple projects.
- Drove corrective actions to mitigate project risks.
- Partnered with the Sales organization on business development by developing schedules, estimates, assumptions and risks that were used to create proposals.
- Translated business and organizational contexts of projects to organizations overall goals/timelines.
- Translated for the team the direct business benefits of the project

WestRock Company
JDE Senior Project Manager - TEKsystems Consultant
March 2016 - September 2016 (7 months)
Greater Atlanta Area

- JD Edwards Implementation Project Manager | TEKsystems - Consultant
- Accountable for overseeing successful completion of all JD Edwards related projects.
 - Managed IT personnel responsible for supporting, maintaining and continually improving JD Edwards application to meet the business needs.
 - Lead and coordinated activities with vendors and consultants used for application development and support activities.
 - Ensured quality for deliverables through testing, training, and sign off for new IT services.
 - Ensured compliance with change management, logical access and other internal control procedures for JD Edwards.

Cox Media Group Digital & Strategy Team
Project Manager Scrum Master
December 2015 - March 2016 (4 months)
Greater Atlanta Area

CMGt - COX Media Group Technology (ZeroChaos - Consultant) | SharePoint Intranet Implementation

- Managed balancing competing demands among scope, time, cost, quality, and stakeholders with differing needs and expectations, and working concurrently with multiple client departments and vendors on projects.
- Provided facilitation of communication across multiple business groups and functions including executive reporting and presentations.

Recall

Senior IT Project Manager

December 2014 - December 2015 (1 year 1 month)

Greater Atlanta Area

Senior IT Global Project Manager

** ITSM / Change Management (CAB)

** Program Management of the i@r program

** Multicontinent program team (Geneva, Brazil, India, Atlanta, Seattle) - Agile methodology

** Shifted the division from a waterfall development methodology to an iterative SDLC.

QTS (Quality Technology Services)

Senior Project Manager

July 2013 - December 2014 (1 year 6 months)

Greater Atlanta Area

Senior Project Manager

* ITSM

* Implemented QTS Customer Portal

* Remedy to ServiceNow Migration

NCR Corporation

Senior Business Analyst

September 2013 - December 2013 (4 months)

Greater Atlanta Area

PLM (Product Lifecycle Management) Project Manager

* Managed a team of 20 persons within a global cross functional IT Team.

* Established and Maintained key relationships with strategic software providers (ex. Planview, Oracle ERP, etc.) and NCR business owners.

Verizon Telematics, Inc.

Senior Business Analyst

April 2012 - July 2013 (1 year 4 months)

Greater Atlanta Area

Previously Hughes Telematics

Accomplishments

** State Farm customer portal

** Towers Watson

Scientific Games

Senior Project Manager - FTE

December 2011 - April 2012 (5 months)

Alpharetta, GA

Multiple Lottery customer facing websites

CS STARS LLC

Senior Solution Architect - FTE

May 2007 - December 2011 (4 years 8 months)

Greater Atlanta Area

Senior Product Manager/Solution Architect

** CHOA

** BonTon Stores HL7 interface

Art Institute

Adjunct Instructor

November 2001 - November 2007 (6 years 1 month)

Greater Atlanta Area

Art Institute Online and Art Insitute of Altanta

Sony BMG

Senior Business Analyst - FTE

September 2005 - June 2007 (1 year 10 months)

Greater New York City Area

Senior Business Analyst for the IS&T group, New Media and web ventures of the music labels/genres.

WebMD

Senior Project Manager - Consultant

June 2005 - April 2007 (1 year 11 months)

Greater Atlanta Area

Senior Project Manager (consultant)

WebMD new CMS implementation

UPS

Senior Project Manager - FTE

July 2004 - June 2005 (1 year)

Greater Atlanta Area

Senior Project Manager - Interactive Communications Group

UPS.com implementation

Cox Communications

Senior Customer Support Content Manager

October 2003 - November 2004 (1 year 2 months)

Senior Customer Support Content Manager (consultant)

Cox Customer Support

** <http://www.cox.com/residential/support/>

Centers for Disease Control & Prevention

Systems Analyst

January 2001 - October 2003 (2 years 10 months)

Centers for Disease Control and Prevention Customer Facing website

** <http://wwwnc.cdc.gov/travel>

Medialink

Director, Online Marketing

April 1999 - August 2001 (2 years 5 months)

Implementation of <http://www.medialink.com/> customer facing website

Education

New York University

MS, Multimedia Technology · (1998 - 1999)

Boston University

BS, Communications · (1991 - 1995)

United Nations International School

High School, IB · (1978 - 1991)

The George Washington University

Certification, Scheduling, Cost Control and Business Process
Improvement · (2004 - 2004)

Socrates Distance Learning Technologies Group
Certificate, Online Facilitator · (2002 - 2002)