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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
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|  | **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 1988Bachelor of Science in Business Administration – Finance  |