

# Lorie Corlett

## Contact Information

### Email

lorie.corlett@wysent.com

### Location

Redwood City, CA 94063

### Phone

650.922.2311

## Experience

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

### 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.

### 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.

### 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.

## 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.

## 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.

## 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.

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.

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