

SHIRLEY PETERSON, PMP

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PROJECT MANAGEMENT • PROGRAM MANAGEMENT

IT • Business/Production Processes • Service Delivery

Critical thinker with broad functional experience and a passion for providing knowledge and solutions to sustain business growth. Results-focused planner with a strong sense of flow and innate understanding of how to drive the process forward. Approachable, empowering and unselfish team leader. Open-minded, logical and insightful problem solver; always ready with options and alternatives. ROI performer with a collegial nature and a reputation for superb execution. Prepared to add value to the bottom line.

■ Technical Strengths

Windows OS, MS Office, MS Project, MS Visio, Crystal Reports, ShowCase, EOS, Enterprise Administrator C, C++, VBA, HTML, SQL, UML, PeopleSoft, IEX Total View Workforce Management
Avaya CMS and related ACD reports, Witness System ACM

■ PROFESSIONAL EXPERIENCE

ARTURA, Cleveland, OH

5/07–present

Project Manager

Orchestrate ERP system implementation, conversion and upgrade processes for member-owned rural power cooperatives with up to 85,000 customers. Gather and analyze custom programming and budgetary reporting requirements. Establish project deliverables and schedules in close collaboration with client business managers. Conduct project risk assessments; develop mitigation strategies, taking corrective action as necessary. Manage client expectations.

Maintain constant contact with business analysts and programmers throughout the development lifecycle to meet benchmarks and timelines. Coordinate data conversions and testing at client sites. Track budgets and milestones, adjusting schedules based on client change requests. Manage up to 16 resources.

- Delivered a succession of projects with budgets of \$35,000 to \$.25 million—on time and on budget—all with unique and extensive customization requirements—many with challenging delivery schedules.
- Executed over a dozen Consumer Information, Financial and Inventory Management projects for utility cooperatives and TVA multi-service municipalities delivering electric, water and natural gas services.

EXHIBITS TO GO, Parma, OH

5/06–4/07

Purchasing Manager

Purchased materials and supplies for job-shop manufacturer producing custom silk-screened, vacuum-formed display materials for design houses, advertisers and volume end-users throughout the U.S.

Sourced and selected vendors; negotiated supply contracts. Forecasted/analyzed materials requirements by project to aid production scheduling, accurate costing of finished goods and estimating/bidding for similar future projects. Timed purchasing transactions to capitalize on discount opportunities.

- Reduced costs, eliminated obsolete inventory and improved the production process by establishing policies and procedures to enable inventory tracking and JIT purchasing.
- Automated the estimating process to accommodate changes in design, materials and process for many one-of-a kind projects executed for major customers including Anheuser–Busch, Brunswick, Coors, Hallmark, Mattel, Maybelline, Maytag, McDonalds, Miller Brewing, Reebok and Wal-Mart.

GLOBAL PARTNERS CORPORATION, Franklin, PA

2004–2006

General Manager/Masterpiece Signage (2005–2006)

Executed startup of new business unit to accommodate manufacture of licensed, UL-compliant custom architectural signage product targeted to the high-end commercial and institutional markets. Held a multifaceted leadership role impacting business planning, engineering, manufacturing, product management, materials acquisition, quality control, marketing and business development/sales. Cultivated and managed customer relationships.

- Built a solid foundation for future growth, achieving \$200,000 (nearly breakeven) within 9 months.
- Researched and ordered equipment and materials; set up production procedures.
- Developed and executed marketing/advertising strategy targeting architects, designers, upscale retailers and financial institutions. Determined trade show participation and advertising spend.
- Recruited, hired and supervised employees. Taught/demonstrated construction techniques.
- Introduced high-end product into local market, achieving repeat business and referrals to grow the business based on top quality custom products delivered on short turnaround to clients' total satisfaction.

Project Manager/Global Partners Corporation (2004–2005)

Managed signage programs for national account clients from custom design through local permitting, production, installation and approval. Engaged local contractors to measure buildings/sites, develop specifications and install signs. Submitted drawings to municipalities for approval; expedited production to meet delivery schedules.

- Played a key role in fulfilling client expectations on new and repeat projects worth \$4 million on total company sales of \$25 million.
- Executed overlapping assignments for Applebee's International, Village Inn, Famous Footwear, Ethan Allen, T.J. Maxx, Tweeter Home Entertainment, Raymond James stadium and Pinellas School District, conforming signage to meet municipal building codes in hundreds of communities across the U.S.

CORPORATE SERVICES, Orlando, FL

1995–2003

Information Technology/Customer Support Analyst (1998–2003)

Advanced to positions of increasing scope and authority with customer-driven, full-service financial services company providing an array of insurance, banking and investment products to U.S. military families around the world. Supported ±1,600-employee call center operation.

Used an array of software tools to analyze, curtail and/or resolve issues and discrepancies to minimize/eliminate customer impact. Executed frequent research/planning and process improvement initiatives impacting IT, systems and operations. Managed various systems development and implementation projects requiring contractor supervision, vendor management and purchasing.

Tracked/controlled inventory of voice and data assets. Conducted routine asset audits to assure conformance to internal procedures regarding use, transfer and disposition. Coached/mentored personnel regarding operational standards and loss prevention protocols.

- Facilitated achievement of company-wide 92% accuracy goal, an historical first, by identifying and resolving persistent logic issue causing errors in the automated inventory process at regional offices. Developed user-friendly inventory management procedure that simplified both the process and the technical support function.
- Planned and executed physical conversion from mainframe (workstation) to Windows XP/PC environment for 1,600 employees—on time and on budget.
- Increased inventory audit accuracy nearly 30% (to over 97%) by refining/tightening standards and procedures related to management and billing of 15,000 data/voice assets.
- Saved over \$18,000 in annual storage costs for obsolete/excess equipment by restructuring equipment disposal procedure that slashed average days-in-process from 78.25 to 7.18.

Property & Casualty Member Service Center Technician (1996–1998)

Developed operational performance metrics; analyzed processes, workflows and systems to aid strategic resource planning, service delivery, reporting and customer satisfaction. Forecasted call volumes and staffing needed for appropriate service levels and technology utilization. Used trending and root-cause analysis to develop optimal operating scenarios. (Began as Member Service Representative in 1995.)

EDUCATION & PROFESSIONAL DEVELOPMENT

Project Management Professional, PMI, since 2004

34 hours advanced coursework in Computer Information Systems and Management

B. A., Psychology, *magna cum laude*, Miami University, Miami, OH