

# Shirley Peterson, PMP

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## SUMMARY

**Project Manager**, with over 10 years experience in IT and manufacturing industries managing business processes and improvement initiatives with a proven record of achieving results.

Breadth of experience encompasses: management of \$4M+ in annual sales of custom production national sign packages, multiple major hardware/software systems conversions consisting of 1,600+ end users, dozens of hardware reconfigurations and software upgrades, management of over 15,000 voice and data assets, conducting compliance audits, developing project methodologies, and streamlining operational procedures.

Developed and implemented an asset management inventory system that achieved a 27% improvement in inventory accuracy while reducing disposal processing time by 91.75%, thereby saving more than \$18,000 in recurring annual storage costs. Additional strengths and capabilities include:

- ♦ Facilitating Stakeholder Cooperation
  - ♦ Utilizing Trending & Root Cause Analysis
  - ♦ Process Analysis, Reengineering & Mapping
  - ♦ Coaching, Mentoring & Team Development
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## SELECTED ACCOMPLISHMENTS

- ♦ Identified a significant logic problem with an automated inventory process that produced errors at all regional offices approximately 75% of the time. Subsequently presented evidence to support termination of process. Recognized by senior management as the first and only employee to ascertain this critical issue.
  - ♦ Coordinated inventory portion of Windows XP rollout, utilizing JIT inventory procurement methods that included analysis, logistical considerations and vendor relations for 1,600+ desktops. Project was successfully completed on-time and within budget.
  - ♦ Developed, implemented and maintained standards/procedures related to the management and billing of 15,000 data/voice assets. As a result, program increased audit accuracy from the low 70s to an average above 97%.
  - ♦ Revamped entire disposal procedure that reduced days in process from an average of 78.25 to 7.18. This allowed for the elimination of 95+ pallets of obsolete or excess equipment, which decreased necessary storage space by 2/3, thereby saving the company more than \$18,000 in recurring annual storage costs.
  - ♦ Managed national sign programs for TJX Companies and Famous Footwear, as well as Tweeter Home Entertainment Group, Bennigan's, and various county school boards in excess of \$4M in annual sales.
  - ♦ Planned and directed the implementation of more than a dozen Consumer Information, Financial and Materials Management projects for utility cooperatives and TVA multi-service municipalities providing electric, water and gas service to customer bases ranging between 11,000 and 85,000; several projects had extensive custom requirements.
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## PROFESSIONAL EXPERIENCE

Artura, Bowling Green, MO

2007 – present

**Project Manager** – Monitor and control software implementations including establishing project objectives and timelines, gathering and analyzing custom programming requirements, budgetary reporting, risk assessment and mitigation including implementing corrective measures when appropriate.

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### PROFESSIONAL EXPERIENCE CONTINUED

**Exhibits to Go**, Parma, OH **2006 – 2007**  
**Purchasing Manager** – Charged with handling all purchasing related activities from preliminary project forecasting through close out and final analysis. Ensured accurate cost estimates were developed/maintained and procurement was executed at the most competitive levels available. Additionally address inventory management initiatives.

**Global Partners Corporation**, Franklin, PA **2004 – 2006**  
**General Manager, Matrix Signage** (2005-2006) – Directed overall operations of start-up company including manufacturing & engineering, material acquisition, quality assurance and sales & marketing which led to exponential growth and financial independence from parent company.

**Project Manager** (2004-2005) – Provided project management competency in the administration of national sign packages for major retail and restaurant chains. Comprehensive knowledge and accurate, efficient execution of all project aspects to ensure customer satisfaction throughout project life cycle from initiating to closing processes and final status reporting.

**Volunteer & Educational/Professional Development Activities**, Franklin, PA **2003 – 2004**  
 Involved in various volunteer activities to benefit the children and animals of Hillsborough County. Completion of several post-baccalaureate classes at the University of Tampa and achievement of professional designation.

**Corporate Services**, Orlando, FL **1995 – 2003**  
**Information Technology Customer Support Analyst** (1998-2003) – Primary duties focused on providing administrative, business and technical expertise in support of 1,600+ contact center operation. Analyzed, resolved or curtailed issues and discrepancies, consequently minimizing or eliminating customer impact. Managed various IT projects, supervised contractors, managed external vendor relations and mentored personnel on inventory management operational procedures. Routinely conducted asset audits ensuring compliance to procedural standards.

**Property & Casualty Member Service Center Technician** (1996-1998) – Responsible for delivering analytical, process and administrative assistance rendered to support member services and key result areas. Applied trending and root cause analysis to problems affecting service delivery performance while dynamically adjusting schedules and resources for optimum utilization and service-level objective compliance of 85/30.

**Other position held with Corporate Services** (1995-1996)

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### EDUCATION & PROFESSIONAL DEVELOPMENT

Project Management Professional, 2004 B.A. Psychology, Magna Cum Laude, 1993  
 PMI, Newtown Square, Pennsylvania Miami University, Miami, Ohio

Post-baccalaureate course work toward Computer Information Systems and Management dual major, 1998 – 2003  
 University of South Florida, Tampa, Florida

*Technical skills:*

Intermediate to advanced knowledge of MS Office including Access and Excel, FrontPage, Project, Publisher, Visio, Outlook, and Windows Operating Systems, Crystal Reports, ShowCase products, EOS, Enterprise Administrator  
 Experience with C, C++, VBA, HTML, SQL, UML, PeopleSoft, IEX TotalView  
 Workforce Management, Avaya CMS and related ACD reports, Witness System ACM