

LISA HANDY

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PROJECT MANAGER

Top performer with a track record of success, as an organized, creative forward thinking Project Manager. Goal-oriented, self-starter with strong interpersonal skills. An exceptional leader leveraging business, financial and IT expertise to communicate effectively with senior management and multiple stakeholders. Credited with executing complicated, multi-step projects and leading cross-functional teams in a fast-paced, high-stress environment. Proponent of continuous process improvement for competitive advantage including management of large project teams (including remote teams).

AREAS OF EXPERTISE

- Project Management
 - Cross Functional Leadership
 - Research & Analysis
 - Marketing
 - Enablement
 - Application Owner
 - Business Process Ownership & Development
 - Pricing Strategy
 - User Guides
 - Customer Satisfaction Surveys
 - Accounting/Payroll
 - International Teams
 - Change Management
 - Sales Support
 - Compliance
 - Teamwork
 - Salesforce/CRM
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PROFESSIONAL EXPERIENCE

IBM Corporation (Contractor) Sept 2015 – Present
IBM Cloud Global Enablement Manager

- Built process for development projects design and built the enablement collateral to support it.
- Interfaced with marketing team to ensure that IBM Cloud Professional Services is publicized and included in all marketing activities.
- Owned the relationship with the Cloud enablement ecosystem and ensured the organization is proactively engaged in enablement activities being run by those in other Cloud Units.
- Responsible for the Cloud Learning Center; its curriculums, loading of assets and keeping it up to date with news from offering Teams, coaches and Enablement Managers.
- Owned and designed the communications process to the field team regarding existing and new enablement, while proactively marketing new classes and modules to track their uptake against targets.
- Coordinated, facilitated and structured enablement activities and classes.

Operations Manager

- Provided management oversight and accounting functions for Internet Marketing Firm.
- Compiled financial statements, budgetary documents and financial forecasts for use in tracking all financial data, trends and projections.
- Ensured the integrity of accounting records through reconciliations; working with external auditors to support audits and control reviews.
- Established procedures for billing to reduce delinquent accounts while monitoring aging accounts, collecting outstanding balances and researching billing discrepancies.
- Successful in meeting client deadlines while balancing client changes and overall schedules.
- Direct backend programming support ensuring deadlines are met.
- Act as HR manager, responsible for hiring, orientations, benefits administration, performance feedback as well as coordinator of payroll taxes.
- Responsible for planning, coordinating and monitoring all purchase activities.
- Administered payroll, including vacation accruals and timesheet verification, ensures calculation for incentives and commissions.
- Oversees the execution of all client contracts to ensure 100% customer satisfactions. Monitoring creation, implementation, follow through, accuracy and compliance.

PROJECT MANAGER (1997 – 2014)

- Managed many key elements to include Application Owner, Database Administrator and Market Pricing Specialist.
- Reviewed and approved Hardware Service Maintenance Contracts prior to implementation, consistently exceeding monthly measurement goals.
- Reduced cycle-time, by developing a range of databases for the Services Integration Organization. Maintained users' guides, training new users, and controlling access and periodic revalidations.
- Served as subject matter expert and database administrator for outsourcing service contracts. Improved workflow developed training programs instructing employees on outsourcing contract implementation procedures.
- Application and Project Owner of complex Marketing Budget and Planning tool. Project Manager in the development of this tool with primary interface and collaboration between Programmers and the Marketing Team. Secured budgetary funding of \$756k and remained in budget and on schedule. Led the initiation for all development and testing of requirements, ensuring appropriate test groups were aligned and feedback incorporated to promote code.
- Managed all aspects of projects' software engineering life cycle to include risks, project scope, dependencies, and project metrics (project schedules).
- Responsible for establishing practices and procedures to ensure the highest level of professional standards in conducting business activities and for building long-lasting relationships with company employees and business partners.
- Provided leadership in working in a collaborative fashion with other divisions to accomplish strategic objectives and profitable growth.
- Made decisions and communicated trade-offs and risks, drive key decisions across projects.
- Provided ongoing project plan/status reporting for use by account managers and senior management.
- Coached and trained project team members on development processes and best practices.
- Identified area to develop, document and improves the project's defined processes and procedures. Create, manage and track project vehicles to include Project Schedules, Plans and Processes, Work

Breakdown Schedules (WBS), Project Scope, cost estimates, Staffing plans, risk and issue logs and status reports.

- Communicated and collaborated with internal customers as well as business partners in regards to project deliverables including management expectations and project status.
- Authored user guides and DOUs, performing all audit checkpoints for 100% compliance and quality assurance.
- Made recommendations to senior management about schedules, prioritization and resource allocation with input from team members.
- Served on a 12-person international team representing the United States, traveling internationally, in the development of a Global Service Planning tool, resulting in the successful deployment throughout the United States Service Planning community and serving as the United States point of contact for the project after implementation.
- Pioneered the first pilot program for the virtual work initiative. Providing guidance and feedback, enhancing programs and ensuring policies were in place. Successfully participated for 10+ years.
- Improved process working with the programming team as Project Manager and database owner developing and implementing an electronic bid tracking system reducing cycle time and workload reduction.
- Received numerous peer recognition and outstanding achievement awards for the above projects.

MARKETING PRICING SPECIALIST (1994 – 1997)

- Performed research and analysis supporting the Sales Team and providing market-based pricing and service solutions.
- Writing contract proposals and in quality assurance of new and existing software development.
- Drove revenue by developing pricing and cost exposure strategies for Hardware Service Maintenance Contracts, audit pricing and distributing responses ensuring accurate, timely completion.
- Successfully managed annual community service projects, coordinating the daily activities of over 100 volunteers.
- Received peer recognition and a number of awards for strong contributions to team projects and goals.
- Consistently met over 100% of customer due dates.

ADMINISTRATIVE ANALYST (1989 – 1994)

- Successfully managed office, preparing correspondence and presentations, facilitated other administrative needs.
- Maintained systems and processes analyzing support procedures and recommending changes, resulting in improved overall efficiency and effectiveness of support, developing new processes and ensuring company-wide compliance.
- Served as project lead for relocation of personnel and all assets achieving schedule and budgetary goals and earning a Peer Recognition award for this Asset and Reutilization Program.
- Produced monthly assessments, reports, and presentations recommending overall team direction and improving process flow.
- Provided follow-up support for customer satisfaction surveys and win/loss reports improving monthly measurement goals.
- Assisted in developing a user guide for an IBM-based marketing tool driving revenue and improving process.

EARLIER EXPERIENCES

Howard Hughes Medical Institute, Bethesda, MD
Accounting Assistant, maintaining HQ GLRS and reconciling HQ Payroll

IBM Corporation, Rockville, MD
Associate Communications Specialist, Received a letter of accommodation for the FAA Program Budget, promotional news and awareness of the AAS contract in 20 enroute air traffic control centers across the United States.
Assistant editor of internal news Publications.

IBM Corporation, Gaithersburg, MD
Human Resource Representative, Coordinator and host for New Employee and New Manager Orientation Meetings. Administrator for enrollment in the Graduate Work Study program, ensuring each class was on-line, initiating tests and main focal interfacing with professors at University of Maryland.

Education and Training

Project Management Professional (PMP), Technical Institute of America, New York, NY

Member of Project Management Institute (PMI)

Business Management Courses, Montgomery College, Germantown, MD

Project Manager Courses, University of Maryland

Negotiation and Leadership Courses, Massachusetts Institute of Technology

Lotus Notes

Lotus SmartSuite

Lotus Applications to include Administrator 8.5, Symphony, Domino Designer 8.5

Microsoft Office

VM/AS

XML

JAVA

Microsoft Project

CA SuperProject

Teamwork

CRM

VOLUNTEER EXPERIENCE

Event Coordination, Project Thanksgiving community service project

Assistant Softball Coach, Montgomery Village

Volunteer, Shady Grove Adventist Hospital Emergency Room

Tutor, White Marsh Elementary

Adopt-A-School, mentoring program for local middle school