

## Profile

**Project Manager** with 15+ years of experience successfully directing projects in large corporate environments. Professional with extensive skills in coordination between customers, functional groups, business partners and vendors. A strong partner with sales in proposal and quote generation and business-to-business client support.

“Tammie was organized, efficient, and a good communicator. Her relationship with her team members was strong and she was very collaborative in her approach. I would highly recommend Tammie for future PM engagements.” Quote from Program Manager.

## Areas of Expertise

- Create customer and executive dashboards to measure satisfaction and drive improvement
- Manage efficient resource onboarding
- Develop communication plans, templates and standards
- Manage project success by driving check point audits with key stakeholders
- Key point person for all project escalations, manage to resolution
- Meeting tools: teleconferencing, Secure Meeting, Web meetings
- Manage projects and lead teams
- Communicate project requirements across all service teams
- Superior written and oral communication, presentation, thinking, and collaboration skills
- Liaison between technical and non-technical team members

## Experience

**Charles Schwab, San Francisco, CA**

**07/10 – 8/11**

**Project Manager (contract)**

2 successive contracts

Project type: Managed 4 infrastructure and software projects.

- Full charge Infrastructure PM for development of model for new franchise business.
- Migrated over 400 users from local desk side support to National Service Desk support
- Staffed 1 medium and 2 large projects with over 25 subject matter experts from various Schwab teams.
- Developed requirements, sizing, budget and scope for 4 projects that will span more than 9 months of effort.
- Used SharePoint, MS Project, Word, Excel, PowerPoint and Secure Meeting as key communication tools with project team.

**Kaiser Permanente, Walnut Creek, CA**

**09/09 – 01/10**

**Project Manager (contract)**

Project type: infrastructure project. The project goal was to assign a cost center to 9000 live but unidentified Unix and Wintel servers. Teams identified servers, assigned or retired them, saving Kaiser thousands of dollars in infrastructure and energy costs.

- 2009 Project Budget \$1.9 million
- Staffed project with 25 contractors, managed contract with vendor/IBM
- Partnered with 8 regional offices and 3 data centers to cut through confusing and outdated server documentation
- Developed budget and scope for 2010

**Charles Schwab and Company, San Francisco CA**

**03/09 – 08/09**

**Project Manager (contract)**

Project type: technical facilities project. 2009 project goal was to move over 1000 people from one building to another ensuring that all technical equipment worked successfully after move.

- Completed 10 different weekend corporate moves: coordinating client, data base administrators and moving company
- Ensured smooth transition by communicating early and often with end users
- Staffed help desk to manage any post move technical issues with excellent customer and executive satisfaction
- Successfully completed move for several C level executives

**Charles Schwab and Company, San Francisco CA****09/08 – 12/08****Project Manager (contract)**

Project type: software development projects. 2008 project goal was to complete three software installations.

- Completed installs by leading teams in India and California
- Maintained strict updates on Microsoft Project Plan for all 3 projects simultaneously
- Improved Web performance on some web pages by 35%
- Created budgets for three new projects

**Emportal, Walnut Creek, CA****02/08 – 06/08****Project Manager (contract)**

Project type: Software as a Service Project (SaaS). The project goal was to partner with sales team to assess two clients and to define the transition from in house HR applications to cloud or SaaS applications.

- Completed definition of contracts for clients. Final product would enable employees to use the Internet to update their own employee records resulting in cost savings for the clients. Live interaction with HR representative was eliminated.
- Developed customer tools to communicate details needed achieve customer requirements

**Charles Schwab and Company, San Francisco, CA****11/06 – 04/07****Project Manager (contract)**

Project type: Web development project as well as “software to move funds” project. The goal of this project was to enable Schwab banking clients to transfer funds from Schwab Bank to Schwab Investment Brokerage accounts via the Internet.

- Completed assessment phase, which included recruiting the 5 stakeholder groups whose software must be upgraded to accommodate the new business application. Project timeline/budget: Six months, \$1 million.
- Planned and facilitated over 60 meetings between five different departments and one vendor, 34 team members.
- Completed design phase of planning which helped managers understand the actual cost of the project as well as the benefits.

**Kaiser Permanente, Walnut Creek, CA****01/06 – 07/06****Project Manager (contract)**

Project type: ERP (Enterprise Resource Planning) project. Project goal was to replace disparate accounting systems with a new more flexible and efficient enterprise Peoplesoft application suite.

- Directed team of ten to conduct complex interviews with vendors, industry analyst (Gartner), and customers with the goal to evaluate four different hardware platform options. Options were DB2 on zOS, Oracle on AIX, Oracle on AIX Grid and Oracle on Linux Grid.
- Managed a team that developed cost estimates on four platform options. Options considered were leased versus purchased hardware.
- Completed evaluation matrix and budget, which empowered executives to make a \$12 million hardware decision for an enterprise wide implementation.

**Sabbatical****01/05 – 01/06**

- Educational travel: Canada, Guatemala, and USA.

**SAS Institute, San Francisco, CA****12/00 – 01/05****Project Manager, Employee**

Project type: Managed multiple projects including internal product development and external customer implementations.

- Partnered with sales team in the development of detailed technical consulting proposals.
- New Product Roll Out - Led internal SAS technical team to develop new Supplier Relationship Management (SRM) software product for manufacturing industry. Managed the negotiations between engineers and marketing to develop the look and feel of 20 "off the shelf" reports. These reports helped purchasing managers make better purchasing decisions by comparing vendor prices and understanding if the purchases were compliant with vendor contracts and volume discounts.
- Contributed to \$3 million in sales for clients Caterpillar and Kohl's.

**Other Experience**

**Project Manager (contract)**, completed two telecommunication projects, Providian, Oakland, CA

**Project Manager (contract)**, completed over 25 voice, data, software projects, Charles Schwab and Company, San Francisco, CA

**Trainer (contract)**, delivered over 20 end user training classes, ROLM/Siemens Telecommunications, Bay Area, CA

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### Education and Certifications

UC Berkeley Extension – Agile Project Management  
Build It Green, California – Certified Green Building Professional  
Diablo Valley Community College, California – 16-Week Project Manager Course  
Project Management Institute, California – in 7 years attended 30+ dinner seminars  
Wake Community College, North Carolina – Associate of Applied Science

### Knowledge and Skills

Microsoft: Project, Office, Word, Excel, PowerPoint, and Visio  
Web Conferencing: Secure Meeting, Web Ex

### Volunteer Experience

**Build It Green** – Organization that promotes the adoption of green building practices

**Property Management** – self managed green homeowners association, Pleasant Hill, Ca  
Vice President Two Years

Planned and facilitated over 30 meetings with 32 resident families, construction contractors and attorneys. Completed accounting services, planned financial reserves and legal updates to community legal documents. Led or assisted in the planning of over 15 social events including theme and costume parties, movie nights, cultural celebrations (Christmas, Chanukah, Dia de los Muertos, Chinese New Year, Indian Deepavali), live bands and guest speakers.