Kimberly Wiethoff MBA, PMP, PMI-ACP

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# Senior Digital IT Transformational leader with over 20 years of experience leading various technology projects and programs including healthcare, insurance, and financial systems.  Versatile and accomplished leading agile projects offering a proven track record of success in application development, technical project leadership, program management, and solutions development meeting critical needs to improve organizational efficiency, and reduce process waste. Strengths include:

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| --- | --- |
| * Cross-functional Global IT team leadership  Strategic Planning & Business Development  * Lean Process Improvement and Risk Mitigation * Budgeting, Planning, Forecasting, Delegation * Agile, Scrum, Kanban, Dev-OP, QA, Agile Coach | * Team Leadership & Collaboration * Customer Relationship Management (CRM) * Stakeholder Relationship Management * Software Development Life Cycle (SDLC) * Streamlining Processes / Delivering Timely Data |

**Framework for Success:**

* **Quickly builds expert teams** with the ability to support company growth with minimal recruiting costs.
* **Reduces process waste with development teams** creating job stream efficiencies and removing obstacles to complete projects ahead of calendar milestones.
* **Rolls out talent rotation systems** that bolster efficiency of support and development teams that help drive company performance to manage product roadmap and technical debt projects.
* **Wins buy-in from leadership** on critical testing and risk mitigation actions that help the company achieve desired outcomes from enterprise technology projects.
* **Focuses resources and prioritizes highest ROI executions and projects** to support the business mission and accelerate company growth.

**Mars Solutions Group at Johnson Controls** May 2023 to Feb 2024

**Senior IT Project/Program Manager**

* Directed multiple software development projects, overseeing sprint releases, objectives, timelines, resource management, deliverables, and product roadmaps.
* Evaluated project performance and project financials and provided periodic updates with internal and external stakeholders to ensure clear communication and alignment on project expectations and requirements.
* Managed financial forecasting, tracking, and upkeep of substantial project budgets across the project life cycle.
* Liaison between technology/business stakeholders and Executive Leadership, reporting project status, issues, risks, and change management.
* Identify and mitigate project and portfolio risks, escalating issues as necessary to ensure timely resolution.
* Optimize resource allocation across the portfolio to maximize efficiency and ROI.
* Foster cross-functional collaboration and communication to facilitate successful project delivery.
* Continuously assess and refine portfolio management processes and project governance to improve effectiveness and efficiency.
* Collaborated with stakeholders to assess change readiness, plan change implementation activities, and coordinate change deployment schedules to minimize service disruptions and optimize resource utilization for change management.
* Accountable for planning and allocating resources, preparing budgets, monitoring progress, and keeping stakeholders informed throughout the project lifecycle.

**PCR Staffing at Vontier** April 2022 to May 2023

**Program Manager of Corporate Applications, IT - Senior IT Manager - Raleigh, NC**

* Managed the IT Application Portfolio for Finance and Human Resource Applications. Application portfolio included applications that are used worldwide in seven operating companies in over fifty countries.
* Monitor portfolio performance, track key metrics, and provide regular updates to executive leadership.
* Identify and mitigate portfolio risks, escalating issues as necessary to ensure timely resolution.
* Optimize resource allocation across the portfolio to maximize efficiency and ROI.
* Used ServiceNow for incident reporting, service level agreements, and issue tracking.
* Foster cross-functional collaboration and communication to facilitate successful project delivery.
* Played a pivotal role in the Human Resource Management transformation project to implement Workday Cloud SAAS application, a key aspect of the Digital Transformation initiative.
* Conducted thorough evaluations of three potential implementation partners, assessing them based on survey responses and financial data submissions.
* Conducted impact assessments and change impact analysis to evaluate the potential effects of proposed changes on IT infrastructure, applications, processes, and stakeholders, ensuring comprehensive risk mitigation strategies are in place for change management.
* Led the execution of project governance frameworks, ensuring strict adherence to organizational policies, standards, and regulatory requirements, resulting in heightened project transparency, accountability, and overall effectiveness.
* Collaborated with the Vontier Launchpad team to establish a Jira project following the Mach49 playbook.
* Played a key role in facilitating the transition to Securiti AI for all corporate websites.

**Larsen and Toubro Infotech** Oct 2019 to Mar 2022

**Senior Delivery Project Manager Mobile Testing at Dexcom- San Diego, CA** Jan 2021 to Mar 2022

## Led mobile application testing team to complete testing of new devices for Dexcom’s glucose monitoring applications in a Kanban flow of work.

## Acted as the flow master for the team which consisted of 10 software Testers and 4 hardware testers.

## Coached team on agile/kanban principles. On boarded over half of the team. Performed agile ceremonies.

## Responsible for stakeholder communication and management (Jira, SharePoint, Confluence).

## Used ServiceNow workflows and automation for service delivery.

**Senior Delivery Project/Program Manager Cloud Infrastructure at Citi- Irving, TX** July 2020 to Dec 2020

## Spearheaded cloud-based digital transformation initiatives, leading scrum/kanban teams in implementing new features and maintaining existing Infrastructure as Code (IAC), Web-based Applications and Services (WAS), Chatbot, Containerization, database web updates, Kafka, Kubernetes, and reporting tools to enhance operational efficiency.

## Orchestrated cross-functional scrum teams comprising software developers, business analysts, and testers, utilizing Agile Project Management methodology to drive digital transformation.

## Facilitated stakeholder communication and management throughout project lifecycles, leveraging tools such as ADO.net, SharePoint, and Confluence.

## Successfully onboarded users to a newly developed application, facilitating the sunset of a decommissioned app and enabling secure database entry updates within the Citi financial system.

**Senior Delivery Project Manager Agile Software Development at Chevron –Houston, TX** Oct 2019 to July 2020

## Oversaw a large agile global software development scrum/kanban team of 20 members for Chevron's oil and gas digital transformation initiative, enhancing the efficiency of oil production worldwide through statistical analysis.

## Directed agile ceremonies and provided coaching on agile methodology, kanban, and agile processes to ensure team alignment and efficiency.

## Developed ADO Azure DevOps dashboards and utilized Power BI to visually track and communicate development progress, enhancing project transparency, efficiency, velocity, and reducing waste.

## Leveraged collaboration tools such as Confluence and SharePoint to facilitate team collaboration and documentation.

**Ecom at Tradestar –** Houston, TX July 2019 to Nov 2019 **Senior Project Manager – Agile Software Development**

## Led agile software development scrum/kanban team to develop mobile application for pumper order submission in 3-month calendar. Communicated project status to stakeholders. Coached team members on agile methodology, kanban, and Jira tools.

## Analyzed contract calculations finance web-based module and asset inventory management module to improve the monthly revenue calculation process.

## Achieved project milestone deliverables with scrum-based project leadership providing improvements in velocity, efficiency, value, and quality to the midstream business. The team consisted of 7 developers and 3 business analysts.

## Proposed process efficiency improvements based on customer requirements and feedback from stakeholders.

**Health Axis –** Irving, TX Mar 2017 to July 2017

**IT Agile Software Development Manager – Senior Project Manager**

## Hired, on boarded, and trained two .Net developers within 2 months’ time frame with zero recruiting costs and completed new hire training for agile software development.

## Encouraged Scrum team quality initiatives with Continuous Integration/Continuous Delivery, TDD, pair programming, continuous integration, automation, and collective ownership.

## Comprised epics, features and stories along with backlog grooming and prioritization needed for an enhancement to a website for Medical and Dental claims processing application.

## Coached, mentored, and trained self-organizing scrum team members on agile best practices to improve transparency, velocity, Jira tools, and efficiency. Team size 10

**HCL America –** Frisco, TX Jun 2016 to Feb 2017

**Senior IT Technical Project Manager - SAFE**

## Orchestrated agile scrum ceremonies for a global scrum team, overseeing daily standup, planning, backlog grooming, estimation, demonstrations, retrospectives, and PI planning.

## Managed multiple scrum teams within a 15-team Agile Release Train, ensuring alignment with project goals and timelines.

## Collaborated with senior management to strategize and lead iterations with scrum teams, ensuring effective execution of project milestones.

## Utilized ServiceNow, Jira, SharePoint, Confluence, and ITIL to streamline communication and enhance project processes.

**Multiplan –** Irving, TX Aug 2014 to Aug 2015

**Technology Director – Agile Software Development**

## Delivered Pre-prod virtual testing environment one month ahead of schedule with infrastructure team.

## Participated in leadership discussions, planning, and strategy sessions to ensure that technology investments were highly optimized by removing redundant efforts, enforcing best practices, and promoting collaboration.

## Engaged with business leadership to deliver comprehensive understanding of the applications functional and non-functional requirements to conceive and execute a strategic long-term technical digital transformation plan for the product portfolio to improve process efficiencies and customer satisfaction.

## Collaborated and partnered with Product Owners and Scrum Masters to ensure teams had product and technical specifications, direction, and resources to deliver projects on an aggressive, but achievable timeline. Used Jira, SharePoint, and Confluence.

## Focused on CI/CD and continuous improvement of software applications, change management, versioning, and application development architecture to drive quality and speed of delivery within the development team.

## Led roadmap planning, release, and sprint planning while leveraging Agile SDLC development processes.

## Managed the increase in development team from 3 scrum teams to 6 scrum teams (total over 25 people) within 6 months’ time frame. Responsible for performance reviews, hiring, retention, and dismissal of employees.

**VHA Vizient –** Irving, TX Aug 2013 to Jan 2014

**Senior Project Manager – Agile Software Development**

## Improved processes and procedures for big data project, ITIL, and ServiceNow.

## Facilitated Agile Scrum ceremonies and the Scrum process while working with the Product Owner to develop artifacts such as product backlog, sprint backlog, sprint burn-down chart, and release burn-down chart using TFS which improved project performance, velocity, transparency, and execution.

**CoreLogic –** Westlake, TX June 2012 to June 2013

**Senior Project Manager – Agile Software Development**

## Led planning, coordination, scheduling, development, CI/CD and delivery of projects on-time and on-budget; tracked and communicated action items/project milestones while managing expectations for clients, team, and management.

## Maintained effective relationships with various business units and team members.

## Monitored projects to proactively identify risks and recommend appropriate solutions.

**LPS National Flood –** Arlington, TX June 2005 to Jan 2012

**Application Development Manager – Senior Software Developer .Net/Java**

## Managed maintenance and enhancements to several .Net web-based applications and web services.

## Led .Net application engineers, business systems analysts, and web developers, overseeing the quality of work product while ensuring the team met deadlines for building business critical applications and features.

## Set the direction for CI/CD application development and allocated resources to ensure on-time delivery of applications and projects while managing change control and versioning processes.

**Education**

**Executive MBA, Business Management** – Texas A&M University, Commerce, Texas 2013

**BBA, Accounting** – Texas A&M University, College Station, Texas 1986

**BBA, Information Systems Business Analysis** – Texas A&M University, College Station, Texas 1986

**Additional Certifications and Honors**

## Project Management Professional (PMP) | Project Management Institute (PMI)

## Agile Certified Professional (PMI-ACP) | Project Management Institute (PMI)

## Certified Scrum Master (CSM) | Scrum Alliance

## Certified Agile Coach (CAC) | Chicago State University

## Certified Scrum Fundamentals (CSF) | Scrum Alliance

## Certified Scrum Product Owner (CSPO) | Scrum Alliance

## ITIL v3 & v4 Foundation Certification | CSME

## Certified SAFE 4 Agilist (CSA) | Scaled Agile Academy

## Six Sigma Black Belt, Green Belt, and Yellow Belt Certifications | Six Sigma

## Beta Gamma Sigma Honors | Texas A&M University

**MSI Management and Strategy Institute**

## Key Performance Indicators Training (MC-KPIT)

## Risk Management Training (MC-RMT)

## Empathy and the Emotional Intelligence Training (MC-EEIT)

## Supervisory Skills Training (MC-SST)

## Teamwork Training (MC-TT)

## Corporate Decision-Making Training (MC-CDMT)

## Employee Motivation Training (MC-EMT)

## Self Confidence Training (MC-SCT)

## Adaptability and Flexibility Training (MC-AFT)

## Attitude and Work Ethic Training (MC-AWET)

**LinkedIn Learning**

Leadership Tips, Tactics and Advice

Learning Cloud Computing: The Cloud and Devops

Presenting to Senior Executives

**Early Positions**

Price Waterhouse (PWC) Actron Division **–** Software Developer/Analyst

Sammons Communications – Software Developer/Analyst

Beryl Corporation – Software Developer/Analyst

JC Penney Corporation – Software Developer/Analyst

McKesson Corporation - Software Developer/Analyst

**Software Experience**

Microsoft .Net Framework, C#, Java,

Microsoft Office Suite, Word, PowerPoint, Excel, Visio, UML (Unified Modeling Language)

Jira, Rally, ADO.Net, SharePoint, Confluence, Microsoft Azure DevOps (ADO), TFS, Asana,

Power BI, Service Now, AWS, Azure, Google Cloud,

Microsoft Dynamics 365, Salesforce, Workday

Microsoft Project, Smartsheets

**Skills**

Project Planning

Budget Management

Resource Allocation

Risk Management

Agile/Scrum Methodologies

Waterfall Methodology

Stakeholder Communication

Software Development Lifecycle (SDLC)

IT Infrastructure Management

Systems Integration

Software Implementation

Database Management

Network Architecture

Cloud Computing (AWS, Azure, etc.)

Cybersecurity

ITIL Framework

Team Building

Mentoring and Coaching

Conflict Resolution

Performance Evaluation

Decision Making

Delegation

Motivation

Effective Communication

Cross-functional Collaboration

Vendor Management

Client Relationship Management

Presentations and Public Speaking

Negotiation Skills

Business Analysis

Budget Management

ROI Analysis

Market Analysis

Competitive Analysis

Business Process Improvement

Continuous Improvement Initiatives

Conflict Resolution

Performance Management

Decision Making and Problem Solving

Program Planning and Execution

Portfolio Management

Strategic Planning

Resource Allocation and Optimization

Risk Management and Mitigation

Program Governance

Change Management

Quality Assurance and Control

Successfully delivered projects on time and within budget

Increased efficiency through process improvements

Reduced project risks by implementing strategic measures.

Led teams to achieve project milestones and goals.

Received awards or recognition for project excellence.