

From PC to lead PM, ten years living the Diebold brand.

1. Have done every job within the BofA project, from tracking to lead PM
2. Was part of Diebold refresh project completed between 2005 and 2010
3. Manage ATA deployment
 - a. ATA SOW development
 - b. ATA roll out planning
 - i. Part distribution (crash kits)
 - ii. New areas training and planning
 - iii. Rigger training
 - iv. Tech training
 - v. PC, tracking and deliverables training
 - c. ATA roll out
 - i. Manage schedules
 - ii. Managed equipment
 - iii. Managed day to day activities
4. Master schedule – created a functional master schedule template, with Macros and formulas to increase effectiveness and efficiency for the PCs and PMs.
5. Daily tracking, tools and processes – created tracking report and creation tool. Implemented processes for trackers to track daily activity for BofA. Tracking list is automatically generated every morning based on sites on the master schedule, this list is transfer to the tracking report where trackers add information based on daily activities. Having a standardized tracking system allows us to keep records of the completed activities with all the daily notes.
6. BAU work plan verification tool and processes – for the BAU side of the account, we receive several project plans every week. The bank uses these project plans to communicate all vendors the new sites added, date and scope changes. Comparing these manually was a monumental task taking several days to process all work plans, we had to go line by line comparing the master schedule against the customer's work plan to find new sites added and changes to sites already on the list. I created a tool in excel that allow us to compare all work plans against the master schedule in a matter of minutes and with much higher accuracy.
7. Systems verification tool and verification process – created a tool to verify the information in the master schedule against the information we have in the systems, this allow us to keep the system and master in synch. This tool was created to allow the PC to double check hundreds of orders at the time, without having to check them individually in the system, saving us time and improving system accuracy.
8. Schedule creation tool – the site list we receive from BofA comes in a format that doesn't match our master schedule, transferring data by copy and pasting proved to be inaccurate and inefficient. I created a tool that takes the information from the customer's format and move the data into our format with a click of a button. I can take the customer's list and transfer data into our format in just minutes and without us having to do the manual work, with macros the creation tool move the data by itself while we can continue with other tasks/activities.
9. Deliverables schedule and processes – created the deliverables master schedule we use to track deliverables and the process to review and submit to the bank. Also created the escalation process we follow to escalate deliverables not received.
10. SOWs – created standardized SOW for BofA based on activity type, these are SOWs we can modify if needed, but give us a starting point for all activities done on the account.