**Michael Levitis, CSP, CSM, P2P, CL6SBB, PMP**

347-915-5411 michael@levitis.net

**SENIOR PROGRAM MANAGER - BUSINESS PROCESS IMPROVEMENT - APPLICATION ARCHITECTURE DESIGN - PROJECT LEADERSHIP**

Senior Agile Project/Program Manager with a track record managing complex projects and exceeding expectations. Extremely practiced in clarifying business requirements, performing gap analysis between goals and existing procedures/skill sets, and designing process and system improvements to increase productivity and reduce costs. Consistently deliver complex, large-scale (up to $80-Million) projects on time and within budget. Additional areas of expertise include:

Business Analysis Risk Management Process Improvement Process Redesign

Relationship Management PCI Compliance

**METHODOLOGIES/FRAMEWORKS**

SDLC Waterfall Extreme Programming AgileRUP

Prince2 Six Sigma PMBOK

Scrum Kanban ITIL

**PROFESSIONAL EXPERIENCE**

**Cox Automotive – Sr. Scrum Master\Team Coach June 2017 – Present**

* Scrum Master for 2 F&I Solution Train teams in a SAFe environment
  + Coached 2 underperforming teams to become hyper performing utilizing various coaching methods.
  + Implemented continuous grooming process which was adapted across the entire train
  + Team coach across F&I Solutions Train
  + Trained Product and Scrum Teams on proper User Story creation
  + Trained Teams on Story Mapping and Empathy Mapping processes
  + Successfully transitioned a team from Scrum to Kanban
  + Implemented a standardized deployment window.
  + Founder of the Scrum Alliance Long Island User Group

**IBM Studio – Agile Coach\Scrum Master August 2015 – May 2017**

* Agile Coach for the Marketing Innovations Group
  + E-School – Coach cross functional teams in Agile methods. Implemented team appropriate frameworks including Scrum and Knaban
  + SaaS Acceleration Workshops – Work with Sales and Development teams to identify and build backlogs, User Story Mapping and MVP candidates using a Scrum and Kanban Frameworks
  + Agile Emissary – Work with Global clients to facilitate Agile implementation workshops and working sessions.
  + Marketing & Analytics Platform Agile Lead – Responsible for training 9 Scrum teams and implementing a Scalable deployment solution utilizing SAFe methods.

**Cablevision – Sr. Agile Project Manager/Consultant September 2013 – August 2015**

* Cablevision Systems Corporation – Technology PMO – Working as a Sr. level Project Manager/Scrum Master for the E&T PMO. Key projects include:
  + Agile Transformation Initiative - Responsible for implementing and training Technology and Product teams in the use of Scrum and Kanban. Sr. Scrum Master and Coach for all key Capital initiatives within the Customer Application Systems group
  + Optimum.com Redesign – Responsible for managing all Engineering and technology aspects of the optimum.com redesign employing Agile \Scrum principles. Acting as a Scrum Coach for the end-to-end project team.
  + SMB.net Redesign – Responsible for managing the Small Medium Business .net portal redesign project.
  + Residential Content Management System Implementation: Managing the creation of a new Drupal Content Management System and migrating existing CMS to the new platform
  + NJ Paid Wi-Fi – Managing the technology team deliverables for a new product launch
  + Jira Upgrade – Acted as a mentor to junior level Project Manager during the upgrade process. Reviewed and edited project plans and communications.
  + Other Key Projects include:
    - GENESYS Migration
    - Rewind Live TV
    - My Services
    - Outage Communication

**Thomson Reuters – Scrum Master/Consultant July 2013 – September 2013**

Responsible for Building the Epic and Story backlog for a new SaaS initiative within the Finance and Risk Group. Managed a team of 6 internal and external resources located in NY, MN and Great Britain. Team was tasked with creating an interactive presentation for the proposed software, which will be presented to Sr. Leadership, and external clients for buy-in.

**Verisk Analytics – Scrum Master/Sr. Project Manager EPMO February 2012 – June 2013**

Responsible for the delivery of highly complex infrastructure projects employing Agile frameworks and principles. Utilized JIRA Green Hopper and OnePoint for Sprint planning, tracking and reporting. Key projects include:

* Agile – Worked with EPMO and Scrum Coach to propagate and sell Agile across the company. Team was responsible for the founding of the NJ and Nepal Agile Alliance Chapters.
* VDI – Responsible for the rollout of the Virtual Desktop Infrastructure (VDI) to 2,00+ users as a replacement for physical desktops using XenDesktop 5.6, XenApp and AppSense. Responsible for running Sprint Planning sessions, Daily Standups, Retrospectives. Maintained backlog and all matrices.
* Underwriting High Availability Costing – Conducted costing exercise to provide a high availability environment for Underwriting Department’s mainframe and server infrastructure. Managed a multi departmental team to obtain requirements and costs. Worked with team to build Epic & user stories. Presented findings to Sr. Management and Budget Committee.
* Enhanced Backup – Managing the redesign of current backup environment and storage standards.

**Wyndham Hotel Group – Sr. Project Manager - Consultant June 2011 – January 2012**

Provided project management expertise utilizing RUP and ITIL methodologies on a number of high visibility projects. Responsible for managing a diversified team which included both local and remote staff and vendors. Maintained all project documentation and was responsible for resource and project forecasting.

**American Arbitration Association – Director of PMO/Scrum Master – Consultant March 2011 – August 2011**

Responsible for establishing a Program Management Office for a worldwide not-for-profit organization.

* Created customized methodology for project management based on Agile & RUP concepts
* Created customized templates for reporting
* Instituted Agile principles including Sprint planning, Story Backlogs and Daily standups.
* Reported to Executive Steering Committee on Program Health.
* Developed customized dashboard reporting
* Directly managed the company’s website redesign project as a Scrum Master.

**JP Morgan Chase – Agile/Project Management Consultant November 2009 – February 2011**

JP Morgan Chase – Sr. PMO for the Investment Banking Technology Global Reference Data Division reporting directly to the Senior Director of Global Reference Data Technology Utilizing a hybrid Agile and Waterfall methodology.

* Developed new reporting and management methodology leveraging Clarity as a Program/Portfolio Management tool. New methodology reduced data input by ~50% vs. previous methods.
* Developed reporting and analysis criteria for Status updates
* Responsible for managing 6 streams of Initiatives with over a $50,000,000 annual IT budget
* Central liaison between Technology and Operations teams and Global PMO and PCO offices
* Presented initiative level milestone status to Steering Committees.
* Developed Reference Data team specific training manual for Clarity use.

**PR Newswire – Sr. Project Manager/Consultant** **September 2008 – October 2009**

Sr. Project Manager reporting to the CISO and the CEO of PRN on their Global Oracle Financials 11i Implementation and PCI Compliance Initiative program. Managed the Oracle Financials implementation. Role was expanded to include the management of the PCI initiative. All reporting and management had to conform to Prince2 methodologies and standards. Brought company to Level 3 PCI Compliance 3 months ahead of schedule.

**Sirius Satellite Radio –PMO November 2006 – August 2008**

**PMO** – Established formalized methodologies for Project and Change management based on RUP, and Agile Methodologies. Managed resources and set priorities through a custom set matrix. Conducted needs analysis, and requirements documentation. Reported status and facilitated meeting to project stakeholders.

* Managed a variety of web site enhancement projects for Sirius.com
* Facilitated meetings and Sirius Satellite Radio’s internal clients
* PCI Audit – Provided internal project management and support during the annual PCI DSS audit based on Level 1 requirements.
* Supervised all connectivity testing
* “Backseat TV” – Managed development of new technology that broadcasts live television to automobiles.
* “FM Find” - Managed the development of a new web site that delivered best FM frequency information for Sirius receivers.
* Portfolio Management software evaluation. Headed evaluation of Planview, Clarity, MS Project Server and VPMi as a PMO software solution

**Business Intelligence –** Co-managed TeraData software implementation for BI data warehousing and data mining solution. Project was delivered within budget and on schedule. Responsible for:

* Facilitating team meetings
* Developing Use Cases
* Preparing status reports
* Presenting to Steering committee
* Managed UAT
* Maintaining issue and risk logs

**Supply Chain** - Managed a team of sixteen IT professionals to define, design deliver and operate J2EE-based open source Enterprise B2B solutions & applications with the automotive, marine & retail segments utilizing an Extreme Programming/Agile approach.

Notable Accomplishments Include:

* Managed application development team of 4 developers and 3 analysts using XP and Kanban frameworks. Development team was responsible for enhancements to current Supply Chain environment and developed custom solution for processing financial and customer data using Perl, Java, C#, enhanced XML and custom SQL queries using Unix and Windows platforms. Systems were responsible for translating data between Sirius’ Oracle Portal environment and those of customer financial systems.
* Opened new cash flow streams from new data products, partners, and sales channels by standardizing supply partner interfaces, business applications & systems, and processes. Enabled tripling of subscriptions from automobile OEM channel alone from 2.5M to 8M with < 5% incremental capital outlay.
* Reduced B2B flow-through defect rate of +11% to < 1% with key auto manufacturers (Ford, Daimler Benz, Chrysler, etc.) and established partner workshop process to create metrics, service level agreements and escalation protocols to maintain quality.
* Developed Control Point Reporting.
* Developed Release Management Methodology.
* Slashed 16-day subscription transaction backlog to a cycle time of less than 24 hours during a program growth of 400%.

**AzoogleAds – Director of PMO/Consultant June 2006 – November 2006**

* Managed day-to-day operations for the International Project Management Office and set best practice methodologies.
* Developed and implemented custom Project Management Methodology based on Agile and RUP.
* Set project management training requirements for team member.
* Acted as mentor to 6 junior level project managers based in New York and Toronto.
* Successfully managed PeopleSoft implementation initiative
* Successfully managed Oracle Financials implementation
* Successfully Implemented Planview as a Portfolio Management solution

**1-800-Flowers.com – Sr. Project Manager October 2005 – June 2006**

**PMO**

* Managed all large-scale initiatives with a minimum budget of $1.5 million. Defined and documented requirements for the enterprise, set project priorities, and allocated resources.

**Wine Tasting Network** – Redesigned of current billing system procedure and environment and managed integration into Oracle 10g environment.

* SOX Compliance Documentation – Assisted Business Analyst with scoping of SOX documentation for Finance Department, Integra Implementation, Finance Automation Program.
* PCI Audit – Provided internal project management and support during the annual PCI DSS audit based on Level 1 requirements.
* A/R Statement and Invoice Path Change, A/R Oracle Billing Form Automation – Effectively Managed a team of 2 developers
* Chase Lockbox Automation, Fixed Asset Reporting Automation – Managed a team of 3 developers
* JPM Paperless Billing, Cash Schedule Automation – Liaison between 1-800-Flowers and Chase’s Application development team.
* Oracle Inventory & Oracle GL Interface, Electronic Bank Statements Interface – Managed a team of 6 developers

**Bloom Net – PMO representative and Project Manager for entire division**.

Managed all initiatives within Bloom Net, a subsidiary of 1-800-Flowers.com, with project budgets of $500,000 or greater. Conducted needs analysis, performed feasibility studies, created and managed budgets for all initiatives within the group. Conducted requirements gathering, feasibility studies, facilitated meetings between business and application development teams, managed entire project lifecycle.

* + - Saks Fifth Avenue micro site development
    - Chubb Foods micro site development
    - Publixx Foods micro site development
    - BloomNet Affiliate web site development

**Weil, Gotshal & Manges – Sr. Project Manager June 2005 – October 2005**

DT2 Migration: Managed the DT2 (Desktop 2), a $3-Million migration project, for one of the largest law firms in the world, with 3,000 users. Managed a team of 12 developers, 4 QA testers, 2 trainers and 8 application packagers. Project was completed one month ahead of schedule.

**Charter One Capital – Director of IT/PMO November 2000 – June 2005**

Managed a variety of projects for a 200-employee investment banking firm with a $3 million annual IT budget. Provided management solutions through a custom integrated management methodology. Developed methodology database used for vendor analysis and negotiated with various suppliers.

* Conducted and implemented project plan for the building of a new $5 million office. Technology Project Manager on new construction project. Developed project scope, developed IT budget, conducted End-user needs analysis. Acted as a liaison between executive committee and project managers, and facilitated meetings. During the course of the project hired and managed up to 45 consultants, including 5 Project Managers. Conducted post-project follow-up including documentation and the creation of a lessons learned database for future projects
* Managed data center migration
* Managed the roll out for VOIP project implementation from initiation to final delivery
* Conducted vendor analysis and negotiated with vendors for a contract of a 250 line VOIP system
* Created custom reports for executive committee to review issue status and resolution management progress, project milestones, and resource management.
* Led a team of 3 application developers and 2 junior project managers

**Prometheus Computer Solutions – Independent Consultant November 1998 – September 2000**

Worked as an independent Consultant / Project Manager for various large to mid-sized companies

* Applimation – Implementation Project Manager: Responsible for implementing Oracle and Siebel solutions for clients.
* Andersen Consulting/Langton Cherubino - Project Manager: HR Brand Conversion Project completed on schedule and 10% below budget
* The Agency Group - Project Manager/Notes Administrator: Talent repository Project completed 3 weeks ahead of schedule and within budget.
* United Systems Integrators - Project Manager/Notes Support: Property Inventory Project completed on schedule and within budget
* G2X Software - Project Manager: Responsible for delivering a custom Act for Notes database solution to client on time. Solution was delivered 3 weeks ahead of schedule with no budget overruns.
* Merrill Lynch - Business Analyst: New procedure improved work-flow by 19%. Project completed on schedule.
* Phase2Media - Project Manager: Customer Activity and Reporting database - The new database reduced data entry by 28% and increased reporting accuracy by 15%.
* Client Name Confidential - Project Manager
* Lowenstein Sandler – Litigation Support Project Manager

**Andersen Consulting – Project Manager April 1994 – November 1998**

**Notable Projects Include:**

* United Healthcare - Technology Project Manager: Led a team of 4 developers on the IT feasibility study and development for the United Healthcare/Humana merger. Project was completed 2 months ahead of schedule.
* DuPont - Technology Project Manager: This was the premier Knowledge Management project for Andersen Consulting. Managed a team of 64 developers for a custom Notes front end enterprise solution
* Chase Manhattan Bank – International Client Portal Feasibility Study - Team Leader

**Prometheus Computer Solutions, Inc. – Independent Consultant June 1992 – March 1994**

**Clients Included:**

* Bankers Trust Corporation - Y2K Upgrade - QA Project Manager
* Prudential - Project Manager/Application Development Lead: Designed costume solution to automate current competitor analysis process for the Product and Competition department and increase productivity by 40% and unit response time by 60% to 85%. Led a team of 2 application developers
* Chase Manhattan Bank – Lotus Notes Database Developer
* Inner City Broadcasting - Database Developer/Team Lead
* Philip Morris – Lotus Notes Developer

**TECHNICAL/SOFTWARE SKILLS**

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| --- | --- | --- | --- |
| Lotus Notes | A/D for MS Server | MS Exchange Server | MS Server |
| One Point | Excel | MS Project | MS Project Server |
| Crystal Reports | MS Visio | vPMI | MS Word |
| EMC Symmetrix DMX 800 | MS Windows | MS SQL Server | MS Power Point |
| ITIL | Oracle 11i | Planview | CA Clarity |
| Technical Writing | Requirements Gathering | PCI Compliance | JIRA |
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**EDUCATION & CREDENTIALS**

* B.B.A., Finance - Pace University, 1993
* CSP – Certified Scrum Professional
* CSM - Certified Scrum Master
* IBM Certified Agile Champion
* IBM Certified Agile Coach
* IBM Certified Enterprise Design Thinking Coach
* CLSSBB - Certified Lean Six Sigma Black Belt
* P2AP - Prince2 Advanced Practitioner
* Certificate in Advanced Project Management - Villanova University, 2001
* Certificate in Computer Information Systems - Globe Institute of Technology, 1999
* Business Analysis & Design School (BANDS) - Andersen Consulting, 1998
* Project Management School - Andersen Consulting, 1996
* Project Planning and Estimating School - Andersen Consulting, 1995
* PMP - Project Management Professional