**M I K E M E A G H E R, P M P**

**DEPENDABLE, SCALABLE, MISSION-ORIENTED PROJECT MANAGEMENT**

**EXECUTIVE SUMMARY**

* Thrives in challenging environments seeking innovative problem solving for mission success
* Ignites team performance by empowering contributors to grow expertise and ownership in deliverables
* Deep experience with vendor management, including contract negotiations and performance correction
* Record of success in leading teams through extraordinary circumstances with outstanding results
* Significant international experience, having engaged clients onsite in over a dozen countries

**GENERAL SKILLS**

Project Management, Program Management, Project Portfolio Management, Risk / Issue Management, Business Architecture, Business Analysis, Contract Leadership

**SPECIALTY SKILLS**

Project Rescue / Project Recovery, International Projects, Merger and Acquisition, Divestiture Execution, Vendor Management, Team Tuning, Requirements Traceability, Metric-based Process Improvement

**INDUSTRIES**

Ag/Food, Banking, Biotechnology, Energy Utilities, Financial Mgmt., Government, Healthcare (Payer and Pharmaceutical Benefit Management), Hospitality, Insurance, Manufacturing, Media, Retail

**CERTIFICATIONS**

* PMP Certified by Project Management Institute (Certification #47522, *through Feb. 2021*)
* Certified Six Sigma Black Belt by American Society for Quality (Certification #1602 - inactive)
* Rational Consultant Certified in RUP by IBM (Certification #PR0166003, *perpetual*)

**METHODOLOGIES**

Agile, RUP, Six Sigma (DMAIC & DMADV), Lean, PMBOK, CMM, EVA, Process Simulation, Waterfall (Catalyst & Method1). Adapted for client need and organizational culture.

**ENGAGEMENTS**

**Thomson Project Manager, Large Contract Operationalization**

**Reuters**

12/17 to Present

* **Short assignment to convert Thomson Reuters’s core legal documents with Microsoft and Oracle into easily understood presentations for technology teams**
* Distilled legal terms and conditions into compliance-oriented license-use rules
* Directed technology owners on reviewing and approving orders with key vendors
* Researched other technology contracts in order to address claims of noncompliance

**QBE Project Manager, Citrix Service Improvement Plan
North America**

03/17 to 10/17

* **Prioritized and oversaw technical improvements to a problem-riddled Citrix environment which had been targeted by the group CEO for correction**
* Led daily scrum to track progress of tasks, and identify risk and issues for mitigation
* Mentored other PMs within the Infrastructure PMO as requested by Portfolio VP

**Prime Program Management, New Customer Implementations
Therapeutics**

07/15 to 02/17

* **Contract IT leader responsible for interfacing with the Business and external customer leadership for nearly 20 new customer implementations.**
* Organization’s “short stop” providing daily guidance to IT project managers on issue mitigation, dramatically reducing the number of escalations to IT directors involved in new business development
* Integrated insurance carriers and third party administrators into the Prime Therapeutics pharmaceutical benefit management platform

**State of MN Rescue Project Management / Utility Leadership, Department of Public Safety, MNLARS**

02/14 to 06/15

* **Ran deployment readiness turn-around of the $93 million Minnesota License and Registration System (MNLARS). Reestablished leadership of the Solution Center with oversight of quality assurance efforts, deployment control, production support and post-development vendor management**
* Oversaw vendor management activities including the risk and issue management of knowledge transfer from the ejected primary vendor from their $40 million contract
* Restructured QA team initiating traceability-oriented test coverage
* Created and matured a reliable and repeatable deployment plan with environment-specific scripts, including rollback contingencies, emergency communications, and frequent deployment and rollback drills with the cut team
* First-responder leadership role during critical outages

**Aetna Project Manager, Meritain Healthcare Enterprise Application Integration**

11/12 to 12/13

* **Leader between Aetna and acquired TPA unit Meritain Healthcare for the identification, approval, validation, and release of all business applications across the Meritain enterprise onto Aetna’s Citrix and VDI platforms**
* Managed delivery activities of over 60 simultaneous application initiatives against organizational timelines for overall mission success
* Oversaw removal of Protected Health Information (PHI) out of Meritain’s primary non-production Claims environment into a highly supervised access-controlled environment per HIPAA Privacy Rule and HIPAA Security Rule

**C.H. Robinson Director of Technology Solutions, Produce Division (Employee)**

03/10 to 07/12

* **Directed the technology-based business investment strategy for a $2.5 billion dollar division of the world’s largest third-party logistics company**
* Business sponsor for all major technology initiatives in North America’s largest diversified supply chain of fresh produce
* Strengthened utilization of Cloud services facilitating data services including logistics tracking and multi-party EDI exchange
* Accountable for regular investment performance updates to the SVP, CIO, and CFO
* Corporate czar for product traceability mechanics affiliated with safety recalls
* Involved with special initiatives such as select merger and acquisition missions
* Designed and chaired divisional Investment Review Board for technology
* Leveraged frequently by field leadership to communicate with key customers, and strategic suppliers

**Client Confidential Project Manager/Business Analyst, Machine Configuration Application Redesign (Agile)**

07/09 to 12/09

* **Oversaw and directly contributed to the redesign and functional updating of manufacturing configuration software for industrial application machines**
* Facilitated Agile LAD/XP approach to review stories with product owners of various application components twice weekly
* Oversaw daily scrums with co-located representatives of the off-shore development team
* Cataloged all current state use cases and align those to future state use cases
* Aligned future state use cases to the screen-based wireframes and validate functional definition and demonstration between those two artifact sets
* Maintained use case inventory and prioritization of product backlog
* Updated CIO, CFO, President, and CEO on weekly project progress

**Xcel Energy Program Management, Online Account Management (Agile)**

09/08 to 07/09

* **Principal on $9 million initiative to merge traditional account management with web-based energy consumption monitoring capabilities**
* Managed Agile Scrum approach with two different teams connecting front-end UI delivery into legacy back-end system processing in complex 90-day sprints
* Managed product backlog prioritization and functional substitutions based upon product owner feedback
* Accountable for regular briefings to the CIO and members of his leadership team
* Owner of day-to-day vendor relationships with solution providers and strategic partners, as well as key resource in contractual negotiations
* Designed and implemented process traceability for enhanced end-to-end quality control

**Best Buy Program Manager, Geek Squad Black Tie Protection Definition**

01/08 to 09/08

* **Leader on Best Buy’s aggressive nine-month strategic initiative to replace a $1.125 billion service plan portfolio with a comprehensive suite designed to build deeper customer partnership**
* Facilitated finalization of retail elements for all Premium plans in Home Theater, Digital Imaging, Computing, and Major Appliances
* Directed new product development activity integration between Sales Operations, Marketing, Finance, Accounting, IT, and underwriting capability
* Partnered with Public Relations, Fulfillment, and Command Center teams for successful launch execution

**Boston Program Manager, Global Infrastructure Divestiture (also known as “Meerkat”)**

**Scientific**

10/06 to 11/07

* **Directed program with 25 team members and 120 other resources to divest infrastructure assets after $27 billion acquisition of Guidant Corporation**
* Executed within Federal Trade Commission and European Union divestiture deadlines
* Accountable for multiple initiatives working toward global separation of Boston Scientific infrastructure assets routing through Abbott Laboratories
* Briefed executive team members in weekly status briefings
* Controlled all major risk areas including compliance, contractual negotiations, international logistics, stakeholder alignment, and disclosure to Abbott Laboratories
* Designed documentation standard with full traceability between corporate objectives, system requirements, and validation of technical specifications
* Accomplished goal of separating 43 sites across 11 countries, on time and within budget

**Previous Engagements:**

**Boston Scientific, Program Manager,** Next Generation Voice Mail; 06/05 to 10/06

**American Express, Program Manager,** Legal Compliance Comprehensive View; 10/04 to 05/05

**Wells Fargo , Marketing Analyst,** Auto-Decisioning Initiative; 04/04 to 09/04

**3M Company, Business Architect,** Globalization of Thinsulate™ Pricing; 10/03 to 04/04

**3M Company, Program Management,** IT Globalization Strategy for Scotchlite™; 05/02 to 10/03

**3M Company, Project Manager,** Freight Audit Initiative for Sourcing Administration; 10/01 to 05/02

**Wells Fargo , Release Manager,** Plastic Issuance Release Management; 08/01 to 10/01 (cancelled after 9/11)

**CSC Consulting: TransAmerica, Ritz-Carlton, Marriott, US Postal Service** (Employee); 10/97 to 06/01

**GIVING BACK**

Having had the benefit of world class mentors who influenced my thoughts and actions while pursuing personal and professional success, it is important for me to give back to youth and young adults setting out on their journey. Below are my current volunteer roles and special projects:

**Assistant District Commissioner, Boy Scouts of America**

As an ADC for the Boy Scouts of America I am the administrative and problem-resolution link between various unit leaders, such as Scout Masters, and the national programs sponsored by BSA, which are Boy Scouts, Cub Scouts, Venturing, Exploring, Varsity Scouts and Sea Scouts. My area of special focus is inclusive accessibility to scouting regardless of race, religion, gender, economic situation, sexual orientation, physical ability or cognitive capability.

**Juvenile Diversion Facilitator, Hennepin and Ramsey County courts**

Sponsored through the BSA, Juvenile Diversion is an alternative program in lieu of sentencing for nonviolent first-time juvenile offenders between the ages of 12 and 17. Candidates accepted into the program complete 12-hours of community service and attend six weeks of group counseling. Graduates of the program have their arrest record completely expunged giving them a second chance with a clean name. As a facilitator, I interact with participants to review the motivations and consequences of their actions, and teach goal planning and task management.

**EDUCATION**

# National Incident Management System, 2016Federal Emergency Management Institute, FEMA

# Master of Public Administration, Corporate-Government Relations, 1998

George Washington University, Washington, D.C.

# Bachelor of Arts, Political Science, 1996

George Washington University, Washington, D.C.