

# VERLIN E. JEFFRIES, MSSL, PMP

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## Senior Program Manager

*Leadership/Project Management/Relationship Management*

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*Over 25 years experience driving innovative and strategic programs/projects with leading organizations. Highly competitive, passionate and persuasive leader who uses a value driven, results oriented approach to achieve goals and take on challenges. Experience in project management, program management, account management, consulting, client engagement and information technology. Grounded in the values of family, integrity, loyalty and authenticity.*

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## SUMMARY OF QUALIFICATIONS

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- Outstanding success in building and maintaining relationships with senior management, key decision makers, and stakeholders at every level. Comfortable with C-level reporting.
  - Skilled in establishing and maintaining the client engagement model with the emphasis on customer satisfaction.
  - Expertise and versatility in understanding customer requirements, providing the value proposition, understanding the ROI analysis and developing effective solutions which exceed expectations.
  - Exceptional business, sales, staffing, and leadership/management competencies. Dynamic project manager skilled at developing client relations, expectation setting and managing the end-to-end project life cycle.
  - Ability to conceive innovative products and programs that increase business awareness, cost efficiencies and company profitability. Develop strategies and follow through to ensure successful implementation.
  - Adept at facilitating issue identification, resolution negotiation and mitigation planning. Punctual in meeting deadlines and known to go the "extra mile" for customers and colleagues.
  - Successful in daily operations analyzing trends in customer and program needs. Proficient in proactively recognizing and launching steps needed to obtain strategic objectives.
  - Thrive on challenges to overcome obstacles with solutions that are sound and financially feasible.

## PROFESSIONAL EXPERIENCE

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### Senior Program Manager – Independent Contractor

November 2011 - present

Financial Institution – City, ST

Lead multiple complex and multi-faceted informational technology projects which add value to the internal operations of the organization. Work with senior level leaders to align project goals and objectives to the strategic vision and plans as outlined for 2012 focusing on those projects which improve the underlying infrastructure. Successfully managed the implementation and delivery of a variety of projects from Citrix desktop roll-out, to Exchange deployment, to disaster recovery procedures and co-location selection and site deployment. Mentor and lead junior project team members as well as other contractor resources.

### Adjunct Faculty – Project Management Graduate Program

August 2009 - present

Private University – City, ST

Develop and deliver individual project management and leadership courses which are assigned and contracted on a course-by-course basis. Responsible for insuring that the individual goals and objectives are met for each graduate level course. Assist in the development and presentation of project management course content as well as provide input and feedback into the overall project management masters degree curriculum. Guide and mentor students through all course content and activities ensuring academic performance and maintenance of university educational standards.

### Coach and Mentor

July 2008 - present

Coaching Business – City, ST

Working with young adult professionals to evaluate, improve and strengthen individual career plans which either enhance the current path or develop new paths and transition plans. Assess skill sets and personal attributes and align with individual aspirational goals.

### Enterprise Program Management Office Director

March 2011 – October 2011

Insurance Provider, City, ST

Develop and lead the enterprise program management office to support the future enterprise strategy of the organization. Program development related to the PMO structure, staffing, training, reporting, metric management, software development lifecycle (SDLC) methodologies, policies, processes and implementation procedures. Instrumental in leading corporate PMO

leadership in planning strategies and development plans necessary to build a world class Program Management office. Liason with other corporate associations in developing communication and collaboration mechanisms. Direct hiring, mentoring and coaching of PMO managers and project managers.  
Key performance areas: Strategic planning, strategic leadership, risk planning, program development, executive relations, SDLC methodology implementation, customer relations, project team maturity, status and management reporting, program policies & procedures, performance metrics, change management.

Project Manager III

July 2010 – March 2011

Claims Processor, City, ST

Develop and lead software development lifecycle (SDLC) methodologies, policies, processes and implementation. Instrumental in leading PMO members through training and one-on-one mentoring of project life cycle development and implementation. Liason with plans in developing communication and collaboration mechanisms. Hire, mentor and coach junior project managers.

Key performance areas: Strategic planning, SDLC methodology creation, customer relations, project team formation, status and management reporting, program policies & procedures, performance metrics, strategic leadership, change management.

Senior Program Manager

February 2003 – July 2010

Global Technology Giant, City, ST

Established Global Release Management program within Business Solutions IT. Contribute to establishment of Project Management Office. Directing and managing strategic and complex technical projects satisfying strategic business objectives and program deliveries in support of the Business Solutions division, including a 3 year implementation. Coordinate and drive release management for a 120 person, fast paced, high pressure IT organization. Senior member of the IT SDLC governance board and development committee. Instrumental in the deployment of the Solutions Framework and Operations Framework, created proven consistency, stability and efficiencies which was models across company. Consultant to a product development team.

Key performance areas: Strategic planning, SDLC methodology creation, global business group relations, project team formation, program policies & procedures, performance metrics, strategic leadership, change management.

Project/Account Manager – ERP Implementation

April 2000 – February 2003

Global Technology Giant, City, ST

Successfully implemented project/account management software within consulting group. Over 3 years managing complex implementation projects exceeding \$25 million. Developed Implementation Manager later adopted by global corporation.

Key performance areas: Project management, ITIL, Six Sigma experience, customer relationship management, up selling, service contract management, end-to-end implementation, procurement and vendor management.

Senior Consultant – Implementation

June 1998 – April 2000

Software Developer, City, ST

Led the inception of the first implementation consultant program within Software Consulting. Participated in over 13 major implementation projects and met all customer satisfaction metrics. Exceeded all performance objectives in the process of generating high levels of customer satisfaction with an emphasis on quality deliverables.

Key performance areas: Organization, self-motivation, reporting, client management.

Project Manager – Software Development

August 1994 – June 1998

Software Developer, City, ST

Manage and supervise developer team for technical software development projects related to product development of financial management applications. Perform/manage performance management and benchmark testing lab with heavy emphasis on statistical analysis and metric reporting. Project management benchmarking initiatives to ensure product performance standards. Tactical control and planning of resources to ensure effective utilization.

Key performance areas: Resource management/scheduling, procurement, vendor management, independent delivery.

Product Manager – Software Development

November 1992 – August 1994

Software Developer, City, ST

Manage and coordinate all facets of the design and implementation of products. Direct management and reporting relationships of other product managers within my product group. Facilitate product design, defect testing, usability and performance checks to meet or exceed established quality standards and product requirements. Interaction with other groups such as Product Support, Product Marketing, Training and the Field Sales Force to ensure high levels of product knowledge and applicable messages are being obtained and communicated. Conduct competitive environment and market research analysis.

Key performance areas: Requirement gathering, analysis/design, development, quality assurance, market research.



## OTHER EXPERIENCE

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Authorized Training Center Program Manager (1 yr)	Software Developer, City, ST
Vertical Market Product Coordinator (1 yr)	Software Developer, City, ST
Strategic Software Analyst (1 yr)	Software Developer, City, ST
Certified Trainer – Partner (2 yrs)	Software Developer, City, ST
Support Specialist – Customer Assistance (2 yrs)	Software Developer, City, ST
Hotel/Motel Management (6 yrs)	Property Management Company, City, ST
Production Plant Maintenance Supervisor (2 yrs)	Pipe Production, City, ST

## EDUCATION

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Bachelor of Science in Business Administration, State University, City, ST, August 1986.  
Project Management Professional Certification, February 2003, in good standing until 2013.  
Master of Science in Strategic Leadership, Private University, City, ST, May 2010.

## ASSOCIATIONS / OTHER

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TEDxCity Co-Organizer - 2012  
Member of Project Management Institute.  
City Outreach PMI Chapter - speaker  
City Leadership Alumni – City Chamber of Commerce  
Past Board Member/Committee Chairperson – All City Youth Hockey Association  
Hockey Coach – City Hockey Organization – USA Hockey Certified Coach – Level 3

### Other:

Author, *Stealth Leadership*, March 2011  
Co-Author, *Inviting Dialogue*, April 2009  
President, Coaching and Consulting Firm

# **JEFF E. VOORHEES, MSSL, PMP**

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## **REFERENCES**

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### **Tom Stennes**

President

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(personal)

### **Jodee Bock**

Owner

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(personal & professional)

### **Dan Hoefs**

President

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