

NAME WITHHELD, PMP, CSM

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PROJECT MANAGER

Dynamic Results in Business Process Improvement

Skilled in catalyzing results without authority through insightful communication and training, attentive relationship building, resourceful problem solving and authentic enthusiasm. A fast learner of business processes and technology who thrives on challenges.

**Portfolio and Program Management • Lean Agile, Scrum, PMI Waterfall • Global Team Leadership • Matrixed Environments
C-suite Presentation Skills • Curriculum Development • Training • Coaching • Technical Writing**

HIGHLIGHTS OF ACHIEVEMENTS

- Achieved **100% track record of on-time, on-budget delivery** of all projects during two years at Genentech.
- Managed **multiple process improvement projects concurrently** for **Bayer Healthcare**, meeting aggressive deadlines, streamlining processes, supporting compliance, and reducing injuries 20% across Quality, Manufacturing and Supply Chain.
- Achieved **statewide best results** in safety campaign with **Kaiser Permanente**, managing multiple process improvement projects that delivered 55% reduction in injuries.
- Enabled **record-setting growth and profitability gains** through training and coaching staff of **Certified Employment**.

PROFESSIONAL EXPERIENCE

Genentech Inc. (through Enterey Life Science Consulting)

2011 – xxxx

Senior Consultant / Project Manager

South San Francisco, CA

Consulted to Quality, Portfolio Management and Project Management groups. Collaborated with team lead, senior leaders and cross-functional stakeholders to identify priorities and provide coordination for multiple concurrent software projects and global quality initiatives. Developed customer-centric project charters, success criteria, scope, plans, schedules, communications and status updates. Facilitated global teams through face-to-face and virtual meetings. Initial two-month assignment was extended to 22 months.

- Played key role in on-time, on-budget delivery of the four major projects assigned:
 - Coordinated rollout of Corrective Action / Preventive Action (CAPA) validated software module across entire Roche / Genentech organization. Point person for all sites in Europe, Asia and Latin America.
 - Assessed resource allocation across portfolio of 40 global projects while coordinating and tracking numerous project deliverables from start to finish.
 - Collaborated in selection and rollout of Project Portfolio Management (PPM) software system. Designed and delivered virtual (Europe) and instructor-led (U.S.) training.
 - Wrote Technical Change Management (TCM) software user guide for three divisions in collaboration with IT and local and global contract managing groups. Meeting aggressive four-week schedule, learned business processes and system and produced documentation in addition to coordinating other projects.

Bayer Healthcare Pharmaceuticals Inc. (through Adecco Group)

2008 – 2011

Project Manager

Emeryville, CA

Managed multiple process improvement projects concurrently to strengthen Environmental Health & Safety Department of new facility. Initial six-month assignment extended to 27 months.

- Managed Injury Illness Management System and PRIMO (Plateau) Learning Management System, streamlining processes by 75%. Learned Lectora and developed courses and user guide within two weeks
- Managed projects to improve safety and job performance in Supply Chain, Quality and Manufacturing. Conducted root cause job hazard analysis in cGMP setting, leading to 20% reduction in injuries along with enhanced efficiencies.
- Collaborated with team to audit 600-employee site for compliance with federal, state and local safety regulations.

**Kaiser Permanente
Workplace Safety Consultant**

**2005 – 2007
Oakland / Richmond, CA**

Planned and implemented multiple process improvement projects to reduce workplace injuries and illnesses at two facilities. Performed risk analysis and root cause analysis. Wrote reports and presented to senior leadership on trends and proposed solutions. Convened and coached safety teams in all departments. Developed and delivered training for hundreds, including Train the Trainers (TTT). Created communications including safety manual, posters and forms to engage staff in mitigation strategies. Monitored and ensured compliance with regulatory standards. Managed \$3M budget.

- Sole project manager to achieve corporate goal of 50% reduction in injuries, achieving 55% at Oakland and 56% at Richmond, compared to statewide average of 29%. Saved company at least \$500K in lost staff time.
- Selected as management representative to Regional Safety Team, based on overall leadership and success in increasing union / management teamwork.

**Kaiser Permanente (through Forensic Analytical Consulting Services Inc.)
Workplace Safety Consultant**

**2003 – 2005
San Rafael / Richmond / Oakland, CA**

Provided safety and quality consulting to all levels, from senior leadership to staff, through environmental and safety consulting firm. Researched / analyzed workplace conditions, trends and risks. Prepared business case for proposed remediations. Trained and coached managers and staff on hazard identification and analysis, hazard mapping and risk mitigation strategies. Coached cross-functional teams on best practices. Gained grassroots buy-in from managers and staff. Facilitated improved relationships within medical / surgical departments to improve communication and reporting. Sourced and managed vendors.

- Facilitated 24% decrease in injuries at San Rafael facility in only six months.

**Advanced Information Systems – Government Training Division
Security Training Supervisor (contract)**

**2002 – 2003
Renton, WA**

Served on Homeland Security team implementing strategic initiatives for airport security nationwide. Facilitated smooth transfer of security responsibilities from local airports to Transportation Security Administration through training and coaching. Began as Trainer and was promoted within three months.

- Mastered various advanced security equipment within four weeks to train 300 staff and managers.
- Facilitated communication between organizations and individuals with widely varied cultures, preventing or resolving conflicts between TSA officers and diverse airport personnel in Honolulu, Oakland and Los Angeles.

**Certified Employment
Manager, Corporate Marketing and Sales Training**

**1999 – 2002
Emeryville, CA**

Designed and implemented sales training program for \$40M staffing firm. Managed client service and vendor relations.

- Coached and led team to set company record: acquired 300 new clients in one year, growing revenue \$16M and profits 35%.
- Wrote training manual that enhanced alignment between Customer Service and Sales, covering topics including negotiation skills and optimal use of enterprise software.

EDUCATION

Project Management Certificate – University of California Berkeley Extension

- With Distinction

Master of Business Administration (MBA) Program – San Francisco State University

- Completed all but thesis
- Led team to First Place Award in national marketing competition

Bachelor of Arts, History – University of California, Los Angeles

- Full 4-year merit scholarship

CERTIFICATIONS

Quality Improvement Associate (QIA) – American Society for Quality • Certified Scrum Master (CSM) – Scrum Alliance
Project Management Professional (PMP) – Project Management Institute

TECHNOLOGY

Microsoft Project, Excel, PowerPoint, Visio, Word, Shareweb, Touchpoint, Instantis project portfolio management, TrackWise (CAPA and TCM), Lectora, Plateau LMS, Plateau Injury/Illness Management System (IIMS), CS Design, Acrobat Professional, customer relationship management systems (CRM)