**IT Program/Project Manager**

**OFL Enterprises LLC**

**Marjorie T. Hickman**

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**Bio**

Highly Experienced Senior IT Project Manager with over 24 years of technical and professional knowledge, specializing in driving complex projects in cyber security, data centers, and infrastructure sectors to successful completion. Over 10 years working with PMO’s, ERP, Budgeting and cost plan forecasting to deliver projects on time, within scope and budget. Proven leadership in guiding cross-functional teams through the intricacies of IT project management using both Agile and Waterfall methodologies. Adept at blending technical proficiencies with strategic business acumen to deliver innovative solutions that align with organizational goals. Has extensive knowledge in using multiple PM tools and platforms such as Clarity, Smart Sheets, MS Project, Jira, etc.

**Qualifications**

* **BA – University of Phoenix**
* **Bi-lingual**
* **Retired USN Vet**
* **36 PMP project hours**

**Project Types**

Cyber security implementation/ upgrades

Data centers / moves, relocation/ upgrades

Infrastructure / implementation and migrations

Cloud / migrations

Application Migrations

Agile and Waterfall methodologies

* **Strategic Leadership**
* Team Collaborations to include cross functional teams.
* Proficient in leading, training, and directing diverse technical teams.
* Alignment with daily business plans, operations, and strategic objectives
* Stake holder and Vendor Management
* Budget allocation and Resource management
* Creating WBS and SOWs for any project

**Technical Skills & Knowledge:** A solid foundation in systems administration (Windows, UNIX, LAN/WAN), hardware (desktops, laptops, printers, VMs), and applications (Active Directory, Office 365, SharePoint), complemented by a CompTIA Sec+ certification.

**Effective Communication & Problem-Solving:** Demonstrated ability to articulate complex technical concepts to non-technical stakeholders, fostering cross-departmental collaboration and driving conflict resolution.

**Professional Experience**

**FUJIFILM Diosynth Biotechnologies**

**(Good Harbor)**

Infrastructure Project Manager

 Jan 2023 – April 2024 (Contract)

Project Responsibilities for Data Center startup and migration

 • Lead the planning, execution, and delivery of a large-scale data center migration and startup facility project, ensuring completion on time, within budget, and according to specifications.

 • Collaborate with IT, network, and facilities teams to develop a comprehensive project plan that encompasses all technical and logistical aspects of the migration.

 • Manage vendor relationships, including selection, contract negotiation, and performance monitoring, to ensure services meet our standards and project requirements.

 • Conduct risk management planning, identification, analysis, and mitigation throughout the project lifecycle.

 • Ensure high levels of communication and transparency with project stakeholders, providing regular updates on progress, challenges, and expected outcomes.

 • Develop and manage the project budget, providing accurate forecasting and adjustments as necessary.

 • Facilitate problem-solving sessions and decision-making processes to address project challenges and ensure alignment with business goals.

 • Implement best practices in project management and data center operations, continuously seeking opportunities for improvement.

 • Oversee the decommissioning of old facilities, ensuring data security and environmental compliance.

**Conduent (Optomi)**

Infrastructure Project Manager

Sept2021 - Dec 2022 Contract

Spearheaded data infrastructure updates, ensuring robust data security and firewall integrity, serving as a pivotal liaison between business stakeholders and the IT department to harmonize business needs with technical capabilities.

Led comprehensive project planning, defining scope, scheduling, budgeting, and resource allocation, ensuring seamless system integration and deployment using both Waterfall and Agile methodologies.

Managed critical datacenter infrastructure projects, including cloud migrations, data center relocations, software upgrades, and infrastructure enhancements, demonstrating a keen ability to anticipate hardware needs and facilitate effective capacity planning.

Fostered productive relationships with external vendors, streamlining project execution and resource optimization.

**First Citizens Bank**

(The Select Group)

Information Security Project Manager

Aug 2020 – Aug2021 Contract

Responsible for strategic approach to evaluating, integrating, and securing IT systems and data of merging entities. With a focus on mergers and acquisitions, I played a pivotal role in ensuring that cybersecurity considerations are front and center during the due diligence, integration, and post-merger phases of M&A activities. This position required a deep understanding of both cybersecurity and the unique challenges posed by M&A activities, ensuring the seamless integration of technologies, systems, and policies to safeguard sensitive information and maintain operational integrity.

**Additional Responsibilities:**

 • M&A Cybersecurity Due Diligence: **Lead** cybersecurity due diligence efforts to assess the cyber risks associated with potential acquisitions. Evaluate the cybersecurity posture of target entities, including their compliance with relevant regulations and standards.

 • Integration Planning: Develop and implement plans for the integration of cybersecurity policies, practices, and technologies of merging entities. Ensure that the integrated cybersecurity framework aligns with industry best practices and regulatory requirements.

 • Post-Merger Cybersecurity Optimization: Continuously assess and optimize the cybersecurity posture of the newly merged entity. Address any security gaps identified during the integration process and adapt the cybersecurity strategy to the evolving threat landscape.

 • Stakeholder Collaboration: Work closely with stakeholders from both entities involved in the merger or acquisition to ensure a unified approach to cybersecurity. Facilitate communication and collaboration between IT, security teams, and executive leadership to align cybersecurity efforts with business objectives.

 • Training and Awareness: Oversee the development and delivery of cybersecurity training programs to educate employees of the newly merged entity on cybersecurity best practices, policies, and procedures.

**CISCO (Insight Global)**

IT Project Manager

Nov 2019 - Aug 2020

Served as the primary project lead, coordinating service transition activities, and addressing project-related challenges across teams.

Provided regular status updates, ensuring transparency and alignment of project objectives with business goals.

Proactively identified and mitigated project risks, ensuring timely resolution of issues and maintaining project momentum.

Maintained high profile clients such as Home Depot to develop and maintain relationships in order to complete and deliver project on time.

**Systems Technology Forum (STF)**

IT Program Manager/Master Scheduler

July 2017 - Oct 2019

Initiated and led strategic, high-complexity projects focusing on compliance mandates and large-scale platform transformations, adhering to best practices and industry standards.

Managed project lifecycles, from definition through delivery, ensuring projects met key performance indicators and delivered value to the organization.

Negotiated resource allocation, performed data analysis, and maintained project schedules, demonstrating exceptional leadership and project management skills.

**Insight Global (DXC formerly HPE)**

IT Project Manager

(Feb 2017 -June2017)

Project manager for planning, developing, and delivering a section of the world’s largest private network, to include infrastructure and user migration operations.

Deliver communication, reporting, and facilitate meetings with multiple-agency stakeholders for daily and weekly infrastructure and transition implementation of up to 18 separate geographic locations.

Manage software and hardware systems to produce planning, meeting, and operational scheduling, reports, spreadsheets, graphics, training, and technical factors.

Manage scheduling, communications, reporting, and deliverables for assigned $1.5M project.

Lead PM role of four projects totaling over $6.2M, managing projects in collateral for 2 months.

Facilitate meetings and reporting for 6 agencies with over 22 stakeholders, with collateral projects totaling 9 agencies and 76 stakeholders.

**Insight Global**

Program Coordinator

July 2016 -Feb 2017

Work alongside IT manager, directors, PMs, and executives to help them organize, evaluate, and keep track of the various moving pieces and projects within the IT department.

Develop, process, maintain and deliver all aspects of internal projects.

Support multiple projects with medium to high complexity.

Work with cross functional project management concepts methods and practices in an agile environment.

Plan, direct and coordinate activities of multiple projects ranging in value.

Track project deliverables.

Implement and manage project changes and interventions.

Develop and present reports on project progress.

Define and document business requirements and business processes.

**2011-2016**

During the period after converting from active duty to reservist, I devoted my time to personal growth and educational pursuits. This included focused attention on furthering my academic knowledge and skills, as well as engaging in enriching personal experiences. This period allowed me to sharpen my abilities, broaden my perspective, and develop valuable insights that contribute to my professional journey. I am excited to leverage these experiences and insights in my future endeavors."

**U.S. Navy**

Senior IT Project Manager

(2005 – 2011) Left Active Duty

Supervised and directed technical, administrative, and customer service staff in daily work functions and routines. Interpreted and communicated policies and procedures for uniformity/consistency of operation at all levels. Guided and instructed staff in office protocols, resolved customer service issues or disputes, and meet operational goals and objectives. Apply performance measurement standards and conduct trainings on business initiatives. Review data and generate reports on production, training, and inspections to verify details, monitor work activities, and evaluate overall staff performance.

* Was recognized by company with a designated award that is given only to the most well rounded, motivated, and accomplished personnel.
* Assumed command budget with no direction and produced $10K from a budget that started at $200.
* Managed team of 15 IT personnel who became qualified in job proficiency and grew productivity
* Conducted in-depth training programs to include security procedures for entire command of 100 that resulted in enhanced work efficiency and greater staff productivity which reflected in test scores.

**U.S. Navy**

NETWORK AND COMPUTER SYSTEMS ENGINEER

(2004 – 2008)

Serviced and maintained computer networks, hardware/software, and peripheral devices with 6 servers for up to 3,000 end users both onsite and remotely.  Upgraded software programs as needed and performed all configurations, as well as backup and disaster recovery operations. Conducted troubleshooting and problem resolution for any hardware/software, network issues, or system problems. Replaced defective components as needed. Configured and maintained email applications and virus protection software.  Operated master consoles that monitored system performance and coordinated computer network access and usage.

* Spearheaded a ship wide inspection that began at 23% and applied new plans and programs for improvement that raised level to 85%.
* Continuously observed and assessed technical operations for optimal network performance and made adjustments as needed for enhanced IT services and operations.
* Served as valued resource and liaison to staff at all levels on troublesome issues and provided expedient problem resolution with no business disruptions.
* Conducted daily, weekly, monthly backups and kept all records of tape library.
* Implemented an electronic record of tapes to enhance efficiency of tape library.

**US NAVY**

Lead COMPUTER SUPPORT

(OCT1999 – 2004)

Provided daily technical support and assistance with computer systems, hardware/software, and peripheral device usage. Responded to end user queries and problems on computer usage and software applications. Entered commands and observed system functionality to verify/correct operations and detect errors. Set-up computer equipment, cabling requirements, and operating systems for personnel as required.

* Referenced technical manuals and conferred with end users on specific issues or concerns for optimal computer operations.
* Addressed any major hardware/software problems or defective product issues with vendors or escalated further to service technicians as needed.
* Created training materials and procedures and trained end users in computer hardware/software usage.