

# MICHELLE H.

LEADERSHIP & COACHING | PROJECT/PROGRAM MANAGEMENT | EXECUTIVE REPORTING | DOCUMENTATION & DESIGN  
[Website](#)

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## PROFESSIONAL SUMMARY

Accomplished Leader adept in developing innovative teams and processes that align with organizational objectives. With over 14 years of expertise, I have demonstrated skills in overseeing project demand, portfolio management, and lifecycle while ensuring projects are completed on time and within budget. Expert in strategic planning, leadership, and the implementation of infrastructure, processes, and procedures to support effective project management.

**TECHNICAL TOOLKIT:** Atlassian Jira, Microsoft Office, MS Project, Visio, SharePoint, Waterfall, Agile, SDLC, Project Lifecycle Management, Microsoft Teams, WebEx by Cisco, Zoom

## EXPERTISE

- Strategic Planning & Execution
- Executive Reporting
- Data Analysis & Decision Making
- Training & Mentoring (PMI Methodologies)
- Team Leadership & Mentorship
- Project Portfolio Management
- Service Desk Supervision & SOP Administration
- High Priority Project Leadership
- Project Management Leadership
- Vendor Management
- Budgeting & Resource Allocation
- PMO Development & Management

## PROFESSIONAL EXPERIENCE

### **Leadership Engagement**

- Champion high-priority projects by engaging Executive leadership in discussions and providing insights into project status, risks, and timelines.
- Orchestrate Executive Leadership reporting and presentations aligning reports with strategic goals.
- Led strategic planning sessions, fostering collaboration for successful project outcomes, and contributed to informed decision-making and strategic alignment.
- Collaborate with Executive Leadership to develop goals, objectives, and ways of working.
- Compiled comprehensive Senior Leadership report metrics for Training Analysis, providing valuable insights for strategic decision-making.

### **Program & Operational Management**

- Led Program Management for the Department of Employment Services FORRS Program. Employed analysis, organization, and communication skills to oversee activities of five complex, large-scale construction projects, ranging from \$1.9M to \$9.9M.
- Collaborated with Clients to evaluate, manage and approve vendor contractual labor requirements, invoicing, and training for six subcontractors billed at \$500K+. Developed monthly project and financial reports for leadership.
- Innovated and introduced an enhanced series of programs, devising a strategic growth plan that quadrupled local membership within 12 months.
- Hired, trained and onboarded national and international program resources, contractors and vendors, collectively within a 10-year duration:
  - International Programs: 200+ clients, 6 countries, 20+ contracted resources
  - Public Programs: 7000+ clients, 600+ contracted resources, 200+ vendors
  - Private Programs: Managed 4 locations, 5 contracted resources
- Resourced, mentored, and cultivated a team of professionals to spearhead programs. Effectively led collaboration and strategic planning efforts within cross-functional teams in geographically dispersed locations.
- Led all budget allocations and contract negotiations.

## **Project Management**

- Facilitated an increase of 24% project closure rate through effective leadership, team execution and PMO processes. Oversee 20+ ongoing projects and 3 project managers simultaneously.
- Pioneered the establishment of a PMO from inception, enhancing project management skills through mentorship. Establish a project governance structure, including the design and development of the PMO Charter and scope.
- Provides vision, strategic leadership and acts as thought partner to sponsors and staff. Manage PMO resources, tools, project budgets, and reporting to ensure projects are completed according to plan and scope of work (SOW).
- Develop industry-leading project management, quality management, and change management standards and documentation.

## **Risk & Quality Management**

- Pioneered a corporate Quality Management and reporting process, implementing Quality Assurance best practices, and Quality Control inspections.
- Developed organization procedures improving procurement tracking accuracy by 40%. Evaluated engineering test plans, provided recommendations, and conducted site visits, achieving a 100% pass rate.
- Built a bonus producing contingency process to track project risks and accountability. Deployed tool across corporate channels and led training for Project Managers and field staff.

## **Training**

- Created a Training Operations Program. Identified necessary enterprise-wide resources and created training and education programs, enhancing staff skills and career development opportunities.
- Innovated and executed new training strategies, driving a 5x increase in training growth within the quarter – 8 coaches, 90+ sessions, and over 1200 attendees.
- Overhauled data cleansing processes, rectifying over 200 training records and ensuring accuracy.
- Led an Agile Training Operations program, collaborating with agile coaches and program leaders to develop Scaled Agile (SAFe) training sessions, resource assignments, and schedules.

## **Communications**

- Orchestrated communication plans and streamlined the distribution of deliverables.
- Designed and managed the Enterprise Technical Solutions Training SharePoint site to facilitate training accessibility.
- Facilitate change management processes and documentation review for project creation, development, and implementation.

## **TRAINING, CERTIFICATIONS & AFFILIATIONS**

- University of Phoenix, Business/eBusiness
- Agile Project Management Professional, LinkedIn Learning
- Project Leadership, LinkedIn Learning
- Project Manager (Resource Management), Procore Technologies
- George Washington University School of Business, Managing Projects certificate, SAIC
- *Member:* Project Management Institute (PMI)