

KATHLEEN L. SWIRSKI, PMP, CSM, ITILV3, CMP, VR TAD, M.A. OD

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Senior Project and Program Management Specialist, Scrum Master and Customer Advocate with more than 15 years of experience successfully focusing business enterprises on customer success. Manage and consult on strategic planning and tactical implementations ranging from \$22,000 to \$8.5 million, from two-week duration to more than 36 months. Systemic thinker, bridge the gap between business vision and technical execution. Recognized for leadership in managing IT software and infrastructure projects, building strong cross-functional teams, vendor management, change management, operational readiness facilitation, training delivery and project mentorship. **Industry exposure:** High Technology, Telecommunications, Health Care, Retail Point-of-Sale, Banking, Academia, Energy and non-profit, private and public sector organizations.

Often referenced as “the glue that holds things together”

Program & Project Management (PMBOK)
Software Development Life Cycle (SDLC)
Vendor Management & Onboarding
Change Management & Facilitation

Customer Success
ITILv3 Best Practices, Agile Scrum, Waterfall
Process Design, Improvement & TQM
Coaching, Mentorship & Training Delivery

PROFESSIONAL EXPERIENCE

COR ENTERPRISES, Seattle, WA

Sep 2016 – Present

President, Lead Consultant

- Project Management mentorship, training design and delivery, Career Transition coaching and workshops delivery.
- Consultant on drafting responses to client RFPs and new IT project and change management proposals.

SEIU (SERVICE EMPLOYEES INTERNATIONAL UNION) 775 BENEFITS GROUP, Seattle, WA

May 2015 – Sep 2016

Program Manager - Project Management Office (PMO)

- Directed PMO team for emerging nonprofit Training Programs and Health Benefits startup, providing leadership, project management mentorship and portfolio oversight for more than 60 projects, annually.
- Facilitated and supported introduction of Agile approach to technology solutions implementations.
- Introduced project management methodology, tools, metrics and templates, through on-the-job illustration, to an organization in constant change, enabling company growth and continued success.
- Led process redesign efforts to improve business outcomes effectiveness and efficiencies in cross-functional communications and work flow. Managed Training Program implementation and Facilities Remodel projects.
- Advised Senior Leaders on tactical execution, aligning projects with organization vision, mission and objectives.

RETAIL PAYMENTS CONSULTING GROUP (RPCG), Kirkland, WA

Feb 2016 – Apr 2016

Partner Manager (Consultant) – Electronic Payment Services (EPS) for Google

- Managed partner relationships with Latin America partners; negotiated and facilitated signatory completion of Services contracts, working closely with Google Legal, Support, Engineering and Partner Management teams.

ADAQUEST, INC., Bellevue, WA

Oct 2014 – Jan 2016

Change Management Consultant

- Advised on and contributed to incorporating Prosci Change Management tools, methodology and thinking into company TAD (Think Act Deliver) Practice line and Partner Program. Designed and implemented Partner Program TAD Change Guides, co-facilitated Partnership Program workshop.
- Worked closely with Software Engineering to incorporate user feedback enhancements into product and services.

MICROSOFT CORPORATION, Redmond, WA

Mar 2008 – Dec 2014

Operations Program Manager 4, Senior Project Manager, Global Human Resources (HR) Operations

- Led key HRIT infrastructure projects, such as U.S. Benefits Open Enrollment for 65,000 employees, Retirement Services and Leave of Absence software implementations, Venture Integration Alternative Integration Strategies design and implementation, International Captive Insurance migration, Performance and Development tool deployment, working closely with external vendors, Engineering, Customer Tiered Support, Legal, Finance, Payroll, Global Procurement, SAP, and backend applications Leads. Enhanced Services offerings to employees through successful data conversion, software integration and post-launch issues impact analysis and resolution.

- Project managed \$8.5 million multi-year implementation of Microsoft's Living Well Health Center facility for employees in the Redmond/Seattle, WA area, with on-budget, on-time opening day.
- Mentored junior project manager during CRM implementation of self-service centralized support applications worldwide, advising through initial UK implementation, lessons learned improvements applied to next locations.
- Program managed the U.S. Benefits Health Care Plan Conversion, a high-visibility multi-year project requiring significant cultural change and health care consumerism communications (nearly 150,000 members impacted).
- Co-designed and piloted HR PMO framework and introductory project management class suite and delivered Learn over Lunch briefings about project management topics and standard templates to junior project managers.

RIGHT! SYSTEMS, INCORPORATED, Seattle, WA

Jan 2007 – Jan 2008

ITIL Process – Change Management Consultant

- Led cross-functional teams in existing process review and design and documentation of new process flows for ITIL-based Best Practices in Incident and Problem Management for Simplot and State of Idaho.
- Consulted on ERP system implementation, schedule review for Renton School District.

IBM GLOBAL SERVICES, Armonk, NY

Aug 2006 – Mar 2008

Advisory Project Management Consultant and Transition Manager, Transition and Transformation Delivery Services

- Directed 18 Cloud Hosting Services projects, including software application upgrades, managed client escalations to resolution, and facilitated process improvements with customer and global third parties.
- Planned and facilitated Lessons Learned and documentation from data center and server relocation efforts as input into Corporate Service Improvement Program (SIP), part of overall customer-vendor Executive Governance.
- Managed de-installation and shipping logistics for data center move, including over \$300,000 in transportation arrangements for servers and storage. Created and executed global team's systems and applications processing cutover plan to transition business from existing to new location. Facility closure completed ahead of schedule.

HEWLETT- PACKARD (HP) COMPANY, Palo Alto, CA

Nov 1999 – Oct 2005

Account Services Manager, Western Region Escalation Manager

Services and Support liaison, oversaw large Fortune 100 client's high availability, \$11 million business application base encompassing 63 systems in 11 locations. Managed Professional Services projects from inception through closure. Enhanced client relationship momentum despite multiple corporate culture changes.

- Led systems relocation and infrastructure upgrade projects, value nearly \$1mil in product and services revenue.
- Analyzed systems performance trend data, created and delivered presentations and metrics based on ITIL fundamentals for customer's Directors' quarterly review. Recommended data-based improvements.
- Interfaced extensively with Global Customer Support Center ("follow the sun 24X7) to design and initiate customer-specific support processes, resolve escalated issues and improve existing partner-interaction procedures.
- Co-created Consulting & Integration (C&I) "Commercial Based Services" statement of work, resulting in \$3.7 million in new services, product sales and follow-on software migration phased projects.
- Managed customer issues escalation and performed down system events root cause analysis and remediation.

EDUCATION, CERTIFICATIONS & ADDITIONAL INFORMATION

Master of Arts in Organizational Development, *Antioch University*, Seattle, WA

Certifications in Organizational Dynamics and Integrated Skills for Sustainable Change

Bachelor of Science degree in Business, Management concentration, emphasis in Computer Science

California Polytechnic State University, San Luis Obispo, CA

Project Management Professional (PMP) certification

Prosci Change Management Practitioner (CMP) and **Total Quality Management (TQM)** certifications

Scrum Master (CSM) and **Information Technology Infrastructure Library (ITILv3)** certifications

Adjunct instructor, Course Reviewer, Bellevue College - Courses: Project and Change Management, Problem Solving

Career Transition Coach – COR Enterprises, President

TECHNOLOGY COMPETENCIES

O365, SharePoint, Visio, Project, Skype, Lync, QuickBooks, WBS Chart Pro, Agile ADDIE, Lotus Notes, Smartsheet, Box, Dropbox, Google Suite, Go To Meeting, WebEx, Slack, Trello, Consensus Surveys, Agile Scrum, Waterfall, Lean Startup