

Cheryl Gray, PMP, CPM

www.bycherylgray.com

PROFESSIONAL PROFILE

17+ years of managing successful large complex business and IT projects

Successful management of projects/programs in excess of \$10M

Infrastructure system and hardware rollout upgrade experience

Payment Card Industry (PCI) Compliance Audit experience

Workflow modeling and process development

PMO implementations and maturation experience

Change and Risk Management development and administration experience

Project recovery and rehabilitation experience

SPECIALIZED TRAINING and CREDENTIALS

Project Management Professional Credential (PMP) - Project Management Institute 2002

Masters Certificate in Project Management, George Washington University 2003

Information Technology Certified Project Manager (CPM) – Project Management Leadership Group 2004

Six Sigma Green Belt Lean 2003

PROFESSIONAL EXPERIENCE

Sr. Program Manager

Cox Communications / TEKSystems, Inc.

Phoenix, AZ 2008

Program Manager for the Verizon Cell Tower Infrastructure Update Project system and hardware upgrades for cell phone towers in the greater Phoenix Metro Area.

To be responsible for management of financial reporting and resource management for construction, new equipment install, software upgrade and final acceptance - project budget of \$15M.

Project canceled due to lack of successful contract negotiations between Cox and Verizon

Project Manager

EMC Corporation

Scottsdale, AZ 2007 - 2008

Project Manager providing storage virtualization services for American Express Card Services.

Responsible re-negotiating schedule with Amex implementation team.

Managed Project Run Book, Change Logs and reporting dashboards for executive status presentations

Managed the Invista® training for EMC implementation team.

Project Manager

US Airways Project Management Office / Synergy Seven Consultants, Inc.

Tempe, AZ 2006 - 2007

Project Manager responsible for efforts in completing the merger of US Airways and America West Airlines technical enterprise services

Managed the Process Working Group for the Payment Card Industry (PCI) Audit Compliance Project. Responsible for managing cross functional groups to insure corporate process compliance with PCI Audit requirements.

Authored New Project Questionnaire to identify databases and application interactions with PCI compliance issues for the IT Security division.

Produced Project Budget Tracking Tool that was adopted by finance department for corporate use.

Program Implementation Manager

SHPS, Inc.

Scottsdale, AZ 2005 - 2006

Tasked with recovery of failing Client Service Form Project.

Managed technical process group to re-engineer client facing delivery processes to insure contract and service level compliance

Produced and implemented Client Service Form Suite containing over 250 client service forms.

Managed end user testing and acceptance for automated intranet service forms.

Technical Delivery Project Manager

Bank of America Technology Services / Ajilon Consulting, LLC

Phoenix, AZ 2004 - 2005

Technology Services and Fulfillment Group provides management for internal proprietary information technology projects relating to WEB services, telemarketing and bank card offerings.

Responsible for managing the efforts of multi-disciplined, multi-organizational teams across technology, operations, and third party vendors.

Consulting Project Manager

Qwest Communications / Quantum Consulting

Phoenix, AZ 2002 - 2003

Project Manager for project State of Arizona School Facilities Board Kids First LAN Integration and Internet Connectivity Project. Inclusive of server, LAN hardware and architecture upgrades.

Project budget of \$5.45M

Exceeded expected monthly project closure schedule for completed schools. Project manager made quarterly bonus for consistently exceeding production expectations.

Consulting Project Manager

Arizona Department of Health Services (AZDHS)

Phoenix, AZ 2001

AZDHS Project Phase One

Managed consulting project team for AZDHS 2,200 seat Legacy Application conversion to Microsoft Office Suite

Provided training to AZDHS Divisional Managers for management and maintenance of electronic form library

Developed Microsoft Office Suite training for departmental end users.

AZDHS Project Phase Two

Developed and delivered Microsoft Project training for AZDHS IT Department Project Managers

Authored Microsoft Project End Users Reference for use by departmental project managers for ongoing management and maintenance of departmental Microsoft Project Templates

Senior Project Manager

Vanstar Corporation / Inacom Corporation

Professional Services Organization/Project Management Office

Tempe, AZ 1992 - 2000

Senior Project Manager - Sun Healthcare Group 2,700 seat National Desktop Hardware/Software Refresh. Project budget \$1.1M

Project Manager - Tosco Corporation Point of Sale upgrade to South Eastern US franchised retail operations. Project budget \$1M

Project Manager - Owens Corning Corporation Server and Desktop Release 5 Project a 3,000-seat desktop equipment refresh in office and factory sites in Ohio and North Carolina. Server Farm equipment refresh for Research and Development Campus in Ohio. Project budget \$12M.

Managed expenses, resource scheduling, customer project status updates, process integrity, quality assurance through project closures

PROFESSIONAL ASSOCIATION MEMBERSHIPS

Project Management Institute (PMI) – National and Phoenix Chapter Member

Project Management Institute College of Scheduling – Member

George Washington University, School of Business Alumni – Member

CIVIC ASSOCIATIONS

Ecclesia Common Cathedral - community outreach program in the city of Longmont, CO.