

Patricia O'Connell

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Project Manager / Business Analyst

Exceptional project manager, business analyst with deep technical knowledge. Realistic ability to grasp complex problems quickly by drilling down into the details. Recognized as a true process improvement subject matter expert, experienced in full SDLC. Respected ability to work with Global project teams and achieve successful implementations in often unreasonably imposed deadlines.

Summary of Qualifications

- | | |
|---------------------------|---|
| ✓ Project Management | ✓ Business Process Analysis / Improvement |
| ✓ Facilitation | ✓ Business Requirements Development |
| ✓ SDLC Experience | ✓ Change Management |
| ✓ QA Testing and Training | ✓ Instructional Design |

Technical Qualifications

- | | |
|------------------------------------|----------------------|
| ✓ ERP Implementations | ✓ MS Business Portal |
| ✓ Peoplesoft | ✓ MS Business Suite |
| ✓ SAP | ✓ Pivotal (CRM) |
| ✓ xBML (Process Modeling Software) | ✓ SQL |
| ✓ Great Plains | ✓ Visio |
| ✓ MS Report Services | ✓ MS Access |

Work Experience

Independent Consultant, Denver, CO

2005 to Present

Providing strategic and functional management consulting services.

Consultant to TotalTechnology Inc.

An International management and technology consulting company.

TTI Project - Large National Real Estate Investment Trust (REIT) 09/2007 to 12/2008

Project Manager

Marketing ROI Analysis

- ❖ Conducted current-state (CS) process modeling of end-to-end marketing-to-move-in process. Analyzed CS for issues, pain points and opportunities for improvement.
- ❖ Conducted future-state (FS) requirements gathering session to map out an optimized FS. Presented FS requirements summary to senior management with recommendations of where to focus efforts. FS solution project was initiated in March 2008 successfully.
- ❖ Controlled the reporting thread of the custom solution .
- ❖ Worked closely with sales & marketing project sponsors to understand reporting requirements. Engaged with development team to design Data Mart that would support reporting requirements.

TTI Project - Major Consumer Credit Corporation

01/2005 to 03/2005

Senior Consultant

- ❖ Created Sarbanes-Oxley business process documentation for financial processes in the revenue cycle.
- ❖ Delivered Visio process flows, walkthrough narratives, risk control matrices, and test plans for key financial control.

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Bio- Genetics, Englewood, CO May 01/2005 – 08/2007
Consulting company specializing in process improvement using xBML.

Project Manager

- ❖ Constructed an information systems model for the 10 year Sustainability Report of the USDA Forest Service in 12 weeks.
- ❖ Developed end-to-end process model for the Tax Department of a NYSE Company.
- ❖ Modeled disparate processes and information flows of a leading health benefits company in the S&P 500 burdened by acquisition issues.

Pharma Inc., Centennial, CO 10/2001 – 10/2004
Software company serving product life cycle solutions to Medical Device and Pharma companies.

Director of Education & Customer Service

Involved in all aspects of software development lifecycle and implementation on the FDA CFR Part 11 Compliant software platform.

Project Management Activities

- ❖ Developed design documents for developers to use to build new solutions.
- ❖ Prepared project plan based on defined requirements and scope and monitored implementation.
- ❖ Supervised developers and served as SME for process and design questions.

Training & Customer Service Activities

- ❖ Conducted Training Needs Assessments and prepared training plans for project teams and end users.
- ❖ Moved from strictly paper-based documentation and training to diverse multimedia
- ❖ Organized and hosted inaugural User Group Conference.

Pfizer Animal Health, Exton, PA 2000 – 2001
Worldwide leader in animal health research and development.

Training & Change Management Consultant

- ❖ Developed comprehensive communication and training program for FDA CFR Part 11 compliant tracking system.
- ❖ Performed UAT on software; worked with developers to refine and enhance software.
- ❖ Wrote validation test scripts and performed validation testing.

Accenture Consulting, Durham, NC 1997 – 1999
Business consulting firm specializing in Consumer Products and Life Sciences industries.

Senior Training & Change Management Project Manager

- ❖ Conducted Change Readiness Assessments for ERP and CRM projects. Worked with client senior management to execute these plans and prepare users for complex, enterprise-wide change.
- ❖ Performed training needs assessments for SAP projects. Designed, developed and delivered custom end user training programs for a variety of SAP clients.

Education

Stanford University, Palo Alto, CA 1989
 B.A. Literature
 Curriculum included studies in Florence, Italy

Certifications

SAP Sales & Distribution
 SAP Human Resources
 xBML Methodology & Software