

# Chris Reynolds

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## [Recommendations](#)

## Director Project/Program Management

### Professional Summary

Seasoned Director of Project and Program Management with 15+ years leading global, cross-functional initiatives across financial, construction, life sciences, SaaS and telecom industries. Expert in Agile and Waterfall methodologies, cross-functional team leadership, and risk mitigation. Proven track record of delivering complex projects on time and under budget. Expert in portfolio and project management, change management, and technology enablement to drive business results. PMP and Prosci certified.

### Core Competencies

Agile/Scrum/Waterfall Methodologies	Global Business Perspective	Performance Improvement
Budgeting and Forecasting	Digital Transformation	Risk and Issue Management
Change Management (Prosci® Certified Change Practitioner)	Executive Stakeholder Engagement	Strategic Planning and Execution
Consulting	JIRA, MS Project, Asana, Trello	Team Leadership and Coaching
Cross-Functional Collaboration	Project Lifecycle Management	Technology Enablement
	Portfolio/Project Management (PMI®, PMP)	Virtual Teams

### Employment History

#### Independent Consultant

[Reynolds Consulting](#)

**August 2025 to present**

*Littleton, CO*

Provide breakthrough leadership and extensive industry knowledge to deliver key services including project management, change management and technology enablement to increase organizational effectiveness and profitability.

#### Director of DEX

[Western Union](#)

**Nov 2023 – July 2025**

*Denver, CO*

The Director of Digital Employee Experience (DEX) provides project management, change management, technology enablement, and training for global implementation initiatives. Deliverables included long-term strategy, change management, and product support processes including staffing, user onboarding, and training for various applications.

- Rescued \$1 million /12-monthly project to the implement the Unily™ Intranet platform, globally. Created a global community of practice and executive governance committee to facilitate transparency and oversight.
- Decreased operating spend over \$1 million annually after leading the HR Operations transformation project to implement an employee self-service model.
- Fostered a culture of adaptability and innovation across HR and Communications functions. Provided psychological safety to allow continuous improvement and help the team find new ways of working.
- Provided vendor oversight, ensuring contract agreements were honored before payments made. Provided documentation to attorneys to explore breach of contract case.
- Provided IT project management for projects including end of life process and networking requirements for owned store locations globally.

#### Director of Learning PMO

[TRIMBLE, Inc](#)

**July 2021 – Aug 2023**

*Westminster, CO*

Developed and executed a Learning PMO to drive transparency, accountability, and effective use of resources. Mentored, led, and grew the Civil Learning team of program managers and others to enable success globally,

among employees, partners, and customers. Partnered with stakeholders at executive levels and across product management, sales, marketing, and customer success teams to align project initiatives with business outcomes.

- Successfully managed a portfolio of more than 55 projects during tenure, creating new processes for intake, prioritization, and reporting.
- Developed methods to measure customer satisfaction ratings and achieved Satisfied and Highly Satisfied for 90% of deliverables; made course improvements to those that scored lower.
- Redesigned stakeholder dashboard reports to improve accessibility; one click shows live data, on-demand, including training program effectiveness, learner outcomes, and financial metrics.

#### **Global Learning PMO Senior Leader**

[TERUMO BCT](#)

**Aug 2007 – July 2021**

*Lakewood, CO*

Enhanced the organization's worldwide performance and customer value by directing global instructional design, training delivery, and project management for learning solutions in a highly regulated environment. Managed a dispersed team in the US, Europe, and India.

- Increased time to full capacity by 15% at go-live of a 170,000-square-foot automated manufacturing facility in Denver, CO using effective ADKAR deliverables including resistance management plan and communication campaign.
- Successfully managed a \$3 million /10-monthly project to implement the entire SuccessFactors™ Human Capital Management (HCM) suite, globally. (Modules included: Employee Central, Performance and Goals Management, Recruiting, Onboarding, Compensation, and LMS-Validated).
- Increased adoption rate by 10% of HCM modules in HR by creating an executive sponsor roadmap; key stakeholder champions with an elevator speech and coaching plans; training modules targeted to impacted teams; and a resistance plan for slow-to-adopt teams.
- Increased to 30% the compliance and adherence to re-engineered HR processes; measured using system audits and error rates.
- Expanded the competitive edge of the organization by developing IQ, OQ, PQ validation tasks to ensure compliance with regulatory standards.

#### **ADDITIONAL EXPERIENCE**

[Covad Communications](#), Manager of Organizational Learning

Denver, CO

[Edge Interactive](#), Sr. Instructional Designer/Project Manager

Greenwood Village, CO

Teach.com, Sr. Instructional Designer/Project Manager

Golden, CO

ELF, Senior Instructional Designer/Project Manager

Bethesda, MD

**Public Speaker and Conference Presenter.** SAP Sapphire, SuccessConnect, HR Tech, ASTD BEST, ASTD TechKnowledge, TeleLearning, and Information Technology Training Conference (ITTC)

#### **Education and Professional Development**

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Bachelor of Arts (BA) — English, Colorado State University, Fort Collins, CO

#### **Certifications**

- Prosci® Certified Change Practitioner
- Certified Project Management Professional (PMP®)

#### **Associations**

- Association for Talent Development (ATD)
- Assoc. of Change Management Professionals (ACMP)
- Project Management Institute (PMI)