Terri E. Sewell

301-606-0598 • tesewell21473@gmail.com • Sterling Heights, MI 48313

Summary

Results-driven Delivery Director known for enhancing productivity and efficiency in operations. Possess specialized skills in strategic planning, stakeholder management, and process optimization. Excel at communication, leadership, and problem-solving to successfully guide teams and projects to completion. Ready to leverage these abilities to drive successful delivery outcomes.

Skills

- Complex Program Mgmt/Governance
- Business Process Strategy
- Vendor Management
- Talent Management & Mentorship
- Effective Communications
- Cross Function Collaboration
- Team Leadership & Development
- Financial Management
- Transformational Growth
- Customer Relationship Management
- Strategic Management
- Customer Success
- Waterfall and Agile PM Methodology
- Risk Management/Change Management
- Office/Project/Visio/DevOps/Sharepoint proficient

Experience

08/2023 - Current
Senior Project Manager/Team Lead, **UDC LCC**, Denver, CO

- Directed transformation project workflows encompassing multiple management areas including financial, resource, and risk.
- Facilitated executive communications to address project progress.
- Directed team of nine senior project managers to enhance PMO Process and Procedures.
- Facilitated professional growth through targeted development programs.
- Developed PMO Methodology for the evolving Project Management Office within UDC.
- Designed and implemented frameworks for efficient project workflows.
- Enhanced development and drove continuous improvement of project delivery process by providing strong program leadership.
- Monitored internal financial budgets to measure against projections and stated metrics.
- Managed changes to project scope, project schedule, and project costs using appropriate verification techniques.

04/2023 - 08/2023
Portfolio Delivery Manager, **TEK Systems/Accident Fund Group**, Lansing, MI

- Provide strategic guidance and delivery of key business and technology objectives
- Deliver IT programs following acquisitions of other businesses to integrate and consolidate functions and applications to drive a unified organization
- Portfolio management and support begins with ideation and execution through realization
- Manage change by leveraging Agile principles and practices
- Cross functional delivery of programs includes budget ownership, real-time reporting, change management and program management

- Cross functional coordination of team members to include architects, engineers, developers an product owners to ensure successful delivery of the program
- Successfully lead and deliver programs to meet business goals, drive continuous improvement, develop roadmap and execution strategy and follow SAFe Transformation procedures

10/2021 - 09/2022
Global Program Manager, **Schneider Electric Digital Energy**, Frederick, MD

- Managed global Customer Success for delivering a Digital Energy portfolio worth over $100M annually for key Web Giant customer.
- Built new Data Centers worldwide to support Power and Building Management solutions delivery.
- Led regional teams to establish program execution for supply chain management.
- Matrix managed team of 100+ resources globally to ensure successful execution and delivery.
- Managed employment processes including hiring, onboarding, and termination.
- Standardized pre-deployment checks to streamline procedural documentation.
- Generated monthly margin, revenue recognition, and order forecasts for P&L.
- Maintained superior client satisfaction by regularly evaluating feedback and addressing escalations in Power and Building management.
- Collaborated with program sales leaders for consistent messaging.
- Ensured efficient execution by aligning operational processes across teams and competencies.
- Built lasting and lucrative partnerships with new and existing customers through continuous engagement and monitoring service quality.

04/2019 - 10/2021
Sr Manager Project Management Office, **Schneider Electric Digital Power**, Frederick, MD

- Built Project Management Office of over 45 Project Management professionals to deliver power management software throughout Schneider Electric's customer base to include small organizations to very large globally based organizations.
- Directed the delivery of systems and software projects using waterfall and agile methodologies.
- Facilitated growth through scheduled discussions and yearly reviews.
- Managed conflicts and ensured adherence to HR and Safety training through regular conversations.
- Trained staff to comply with established change, risk, and financial management protocols.
- Made tough decisions considering departmental needs and staff performance.
- Contributed to design of framework supporting recruitment and onboarding process for Customer Success teams.
- Joined interview panels to recruit team members organization-wide.
- Transformed the organization to prioritize customer alignment and consistency.
- Maintained headcount information for Digital Power Operations organization to ensure appropriate resources while ensuring profitability, presenting headcount, utilization and control number conversations with executive leadership
- Drove accurate financial performance for ~$100M+ in annual backlog and maintaining a +/- 10% forecast accuracy to ensure financial targets are met and exceeded revenue targets
- Enhanced revenue generation and profitability via change order development.

- 2020 Change Order revenue generated is $7M against a $5M target with a Y/Y increase in project profitability of 11%
- Improved onboarding process and drove professional development of entire through continuous training as well as cross business unit collaboration
- Fostered and upheld strong interactions with peer-level and senior stakeholders.
- Contributed and collaborated on the development of standards and framework relating to the Project Management Office
- Acted as a reference point for queries and information and an advocate for best practices in project and program management
- Increased the team's professional certification from 45% to 70%
- Increased team gender diversity from 16% to 28%, overall team diversity 56%
- Acted as a mentor two years in a row to provide mentorship for Schneider Electric high performers to help identify career opportunities for those individuals
- Directed efforts of the Employee Advisory Board towards boosting engagement.
- Managed annual budgeting process, including forecasting and financial analysis to optimize resources.

04/2018 - 04/2019
Director of Delivery Client Solutions, **FORCE 3**, Crofton, MD
- Responsible for the delivery of Collaboration and Security Services as well as Residency Services through multiple solutions for Federal Government customers both DoD and Civilian managing a team of 22 resources
- Build and maintain an efficient delivery organization that is scalable to meet the demands of the customers
- Work closely with PMO to deliver projects within +/- 10% of triple constraint baselines using Force 3 Five Phase delivery framework
- Responsible for leading the effort to drive consistency in the PMO of the delivery methodology as well as consistency in physical deliverables
- Provide training, guidance, mentoring and leadership to the service delivery project managers and engineers to build an efficient and highly productive delivery team
- Responsible for the hiring and termination of resources as required
- Ensure all team members adhere to HR and Safety standards
- Partner with pre-sales to ensure proper scoping of all work and ensure successful delivery to the customer
- Contribute to overall company growth and success through participation in business development activities and continued work to identify new opportunities within existing customer accounts and emerging trends and technologies
- Utilized Salesforce for the management of opportunities, resources and project status reporting

01/2012 - 12/2017
Services Delivery Director/Customer Success, **CISCO SYSTEMS, INC.**, Bloomington, IL
- Set strategic direction and execution of services delivery and growth for large transformational accounts, including State Farm and GEICO, across many verticals for solutions including Voice, Storage, Wireless, IoT, Business Analytics, Security Solutions, Converged Infrastructure, and Cloud Managed Solutions
- Integral in completing sale of services that increased revenue 100% and margin 15%

- Instrumental in closing $75M services renewal contract over three years from #1 insurance company, aligning with Sales to develop creative and innovative solutions to address customer budget and business objectives
- Directly align with Sales in developing business strategy to address competitive threats through Proof of Concept labs and services investments to close $1.5M in product sales and $234K services for POC with continued subscription services valued at ~$30M annually
- Leadership of cross-functional team of 100+ Cisco and contract resources across multiple organizations and two accounts, driving a One Team philosophy and promoting a customer focus across organizations
- Responsible for growth and development of entire matrixed team
- Responsible for hiring, onboarding and terminating team members as required
- Initiated collaborative effort to build a customer specific test lab worth up to $5M/year to strategically address the redesign of the Voice Infrastructure virtual environment to replace HP as well as managed services for Voice
- Skilled in the use of Salesforce for the management of opportunities, projects and resources

02/2010 - 12/2011
Customer Solutions Manager/Program Manager, **CISCO SYSTEMS, INC.**, Bloomington, IL

- Developed and delivered a 1000 endpoint Cisco Voice/Contact Center pilot deployment for State Farm Insurance in preparation for the Enterprise deployment
- Managed over 20 resources, including Cisco, contractor and customer, in the Cisco led Telephony migration project through project charter, design, implementation and operation
- Led design development, network readiness assessments, remediation and end user training
- Led project deliverables and activities for 200,000 endpoints, $250M Cisco Voice deployment for State Farm including design work and infrastructure build activities
- Managed project financials leading a team of over 100 Cisco resources, across Advanced Services, Advisory, Account Team and Cisco contractors

11/2007 - 01/2010
IT Consultant, Project Manager, **CISCO SYSTEMS, INC.**, Hagerstown, MD

- Led implementation and deployment of Unified Contact Center solution to enhance functionality, scalability and reporting for Cisco CAP (Critical Accounts Program) customers.
- Managed team of ~10 resources to deliver projects in traditional (waterfall) SDLC methodology including project charter, scoping, and solution design
- Led design reviews, network readiness assessments, remediation and end user training
- Developed change control process for project implementation that tracked sign off for system and scope updates as well as integrated risk assessment and escalation plans for acceptance
- Led project deliverables and milestones with nation-wide cross-functional project team and coordinated integration points (SIT, QA, and Production) with partners
- Provided solutions for defects and issues throughout software development lifecycle

12/2004 - 11/2007
Program Manager, **BANK OF AMERICA**, Charlotte, NC

- Delivered $100 million project integrating legacy network infrastructure for Bank of America and MBNA merger driving consistency in network systems
- Managed matrixed team of all vendors throughout program as well as approved all infrastructure equipment and hardware devices orders for MBNA, LaSalle, US Trust, Countrywide and Merrill Lynch
- Communicated and managed end user issues and open tasks

11/1999 - 11/2004
Project Manager, Engineer, **THE SIGNATURE GROUP, INC.**, Vienna, Virginia
- Delivered network infrastructure, telephony and LAN/WAN projects for fourth largest financial services firm
- Led a team that gathered business requirements from key stakeholders to develop complex project plans for large-scale infrastructure rollout (60,000+ seats)
- Network Engineer responsible for network design and configuration for companies such as Bank of America, Royal Caribbean, Georgia Pacific and Verizon Wireless

Education

Bachelor of Science, Decision Information Science
University of Maryland, College Park, Maryland

Websites, Portfolios, Profiles

- www.linkedin.com/in/terriesewell

Certifications

- ITIL Foundations v2
- Project Management Professional Certification, PMP #57554
- Previous CCNP, (CSCO10140546)

Tools

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- Complex Program Mgmt/Governance
- Business Process Strategy
- Vendor Management
- Talent Management & Mentorship
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- Cross Function Collaboration
- Team Leadership & Development
- Financial Management
- Transformational Growth
- Customer Relationship Management
- Strategic Management
- Customer Success
- Waterfall and Agile PM Methodology
- Risk Management/Change Management
- Office/Project/Visio/DevOps/Sharepoint proficient

Personal Information

Title: Executive Leader in Strategic Delivery

Professional Development

- Finance for Non-Financial Managers, 06/17
- Leadership Pipeline for Senior Managers, 06/14 - 06/16
- Executive Conversations, 08/14
- Developing Executive Presence, 09/13
- Mentor for SE Mentorship Program for High Potential Leaders, 2020 and 2021