

Result-driven and goal-oriented professional, equipped with 20 years of progressive success within leadership roles in technology organizations. Resourceful and hands-on team leader, providing a track record of consistent achievements in project, resource, and change management roles. Experienced liaison between business units and technical resources. Trusted adviser and decision-maker for management teams, demonstrating solid leadership, as well as analytical, interpersonal, and technical abilities.

Adept at designing process/system improvements to boost productivity and reduce costs. Proactive team player known for driving decisions and achieving consensus to resolve issues. Capable of leading teams of all backgrounds and levels. Holds a doctoral degree in organizational consulting, specializing in change management, process improvement, and person-organization fit.

CORE COMPETENCIES

Change Management ♦ Process Improvement & Adherence ♦ Resource Management
Project Management ♦ Metrics & Reporting ♦ Capacity Planning
Organizational Development ♦ Person-Organization Fit ♦ Multicultural Teams & Outsourcing

PROFESSIONAL EXPERIENCE

Bank of America..... 2010—Present

Vice President – PMO Manager

Primary Responsibilities: Leads the PMO Reporting team, responsible for producing periodic metrics and scorecards covering project execution, individual performance results, and release management. Core member of the Continuous Improvement team, managing the analysis of the Quality Assurance results for the monthly technology deployments and participating in the assessment of process improvement opportunities. Serves as a liaison between a team of developers and business customers by facilitation requirement gathering sessions, driving design approaches, evaluating and promoting new reporting solutions. An Employee Engagement Champion, responsible gathering and analyzing employee feedback through user forums, targeted focus groups, and associate surveys and providing recommendations to the upper management.

Major Achievements: Developed and successfully established a set of PMO metrics and scorecards, utilized in the daily project execution, project managers' performance evaluation, and demonstrating monthly results in process adherence and delivery, testing, and release management. Led the business side of three successful releases of internal SDLC management software used by more than 4000 associates in their day-to-day routines. Played a key role in achieving 80% of user satisfaction with the associate support and process enablement activities. Received multiple recognition for delivering impactful presentations, reports, and data analysis. Led the design, implementation, and rollout of the Software Estimation Improvement project, conducting an online training for more than 800 resources. Designed a proactive QA adherence process to ensure meeting Enterprise Change Standards and Critical Elements that played an important role in achieving 95% audit adherence score.

Principal

Primary Responsibilities: Designed and delivered full and half-day workshops on creative workforce management for small and mid-sized businesses. Facilitated various focus groups; conducted customized 360-degree assessments and organizational surveys. Provided management consulting and executive coaching services around talent selection and retention, business identity and strategic planning, creative brainstorming and collaboration in the organizations.

Major Achievements: Received clients' praise and recognition for delivering a customized Business Identity Solution. Published several articles on employee selection, person-organization fit, and openness to difference in team building.

Senior Solutions Architect – Consulting

Primary Responsibilities: Led or facilitated requirements gathering focus groups and design workshops, actively identifying challenges and producing process improvement solutions. Guided technical consultants; evaluated and estimated the development of software components. Facilitated change management initiatives and oversaw quality assurance and risk mitigation planning. Provided client-facing support and guidance during implementation cycles.

Major Achievements: Designed and managed a successful implementation of a robust software solution for tracking and reimbursing Invoices, approving payments and managing accruals for more than 8,000 stores at the Family Dollar Corporation.

Senior Project Manager – Professional Services

Primary Responsibilities: Directed end-to-end implementations of enterprise Real Estate Performance Management software for Fortune 500 companies, utilizing internal methodologies of project planning/scoping, and resource/time management. Monitored, maintained, and managed an overall project plan, scope, and schedule with the client project manager. Assessed project successes and challenges via internal and external post-mortem sessions, and provided formal written project evaluations.

Major Achievements: Drove the successful implementation of the first customer release of a web-based Real Estate Performance Management solution, achieving high levels of customer satisfaction and receiving praise from the client's counterpart at 24-hour Fitness, Inc. Spearheaded the on-time, within-budget delivery of a highly-customized software implementation project for Red Robin International Inc., which highlighted a 13-week, calendar-based straight-line rent calculation process and JD Edwards ERP Integrations. Earned the quarterly Highest Services Sales award for up-selling services to customers.

Technical Services Project Manager – Professional Services

Primary Responsibilities: Functioned as the primary liaison between business and technical teams, managing technical aspects of software implementations and translating complex business needs into technical solutions. Managed multiple technical projects integrating Accruent software with various ERP solutions such as Lawson, PeopleSoft, JD Edwards, and others.

Major Achievements: Led a team of application and technical consultants for major software upgrade and off-site migration support projects for T-Mobile USA; directed the technical development for the straight-line rent calculation initiative, resulting in a 99% Sarbanes-Oxley compliance audit pass rate. Implemented an online resource management initiative, resulting in a significant reduction of resourcing deadlocks and enhancement of forecasting and reporting abilities. Developed technical specification documents for ERP integrations and data conversions that became the standard for all Accruent projects.

Software Development Manager – Product Development

Primary Responsibilities: Led a team of software developers that delivered four major releases of Real Estate Performance Management Software. Managed various concurrent software development projects. Provided day-to-day management, coaching, and mentoring to a cross-cultural team of engineers. Conducted yearly performance reviews and personnel evaluations.

Major Achievements: Built, trained, and supervised an 18-member team of local and offshore developers. Maintained a 0% turnover in the department for four years. Streamlined internal operations by establishing appropriate change management processes and methodologies.

Senior Software Engineer – Product Development

Primary Responsibilities: Served as one of the original developers of market-leading Real Estate Performance Management Software.

Major Achievements: Recognized as a proven subject matter expert (SME) in lease administration and facility management.

EDUCATION

PsyD, Organizational Consulting

Phillips Graduate Institute (GPA 4.00).

Dissertation Topic: The Effect of Person-Organization Fit on the Likelihood of an Invitation to an Initial Job Interview.

MS, Applied Mathematics

Tashkent State Technical University (GPA 3.87, Magna Cum Laude)

ARTICLES

- ◆ [To Get the Right Match, Start with the Right Batch](#)
- ◆ [Team Selection Protocol: Challenge Yourself](#)
- ◆ [Cultural Fit: Considerations Before Interviewing](#)

INTERESTS

- ◆ Master-level chess player - frequently competing in the online tournaments
- ◆ Road Warrior traveler - visited more than 15 countries and almost 200 cities
- ◆ Reading books and writing articles

RECOMMENDATIONS & ADDITIONAL INFORMATION

See [LinkedIn Profile](#)