

# SUZANNE M. BAST, PMP, CSM

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## PROFILE

A Certified Project Manager, ScrumMaster and business analyst with more than 25 years of experience in highly technical manufacturing and business industries. I have expertise in lean, agile and TPS methodologies working in both small and large enterprise systems. My early career as an industrial engineer and software developer allow me to effectively manage highly technical projects. My career spans from traditional legacy IT systems to modern day IOT and Industry 4.0.

## ABILITIES

- Experience working with diverse team members (executives, developers, purchasing/financial, vendor relations, operations support)
- Business areas supported include manufacturing, finance, marketing, supply chain, HR, R&D
- Experience acting as a project manager, a business analyst, and a ScrumMaster in office and virtual environments.

## PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

### TEKsystems on assignment at Toyota, Georgetown, KY

**2012 – 2018**

#### **Application Project Lead (APL) and ScrumMaster at Toyota**

Technology Managed: Enterprise Manufacturing Systems (Rockwell FactoryTalk, Activplant, custom developed applications, Windows server and database environments)

- As Project Lead for Rockwell Automation FactoryTalk projects, I managed teams consisting of Toyota manufacturing personnel and Rockwell Automation engineers. The implemented systems capture and display both real time and historical production detailed status, enabling specific issue identification and proactive quality improvement. Project budgets ranged from ½ million to over 1.5 million dollars. On one recent project, reduced line downtime and therefore manpower is saving the company \$750K annually.
- While managing projects, I also triaged production problems in implemented FactoryTalk systems.
- Participated in the IS move to the Scrum method of Agile project management in December 2016. Earned certification as a ScrumMaster and filled that role for the Plant Visualization team, which develops and maintains ActivPlant, Factory Talk, and other in-house applications. Experience with Trello, Jira, and VSTS systems.
- First assignment at Toyota was assistant to project lead in end user support department. Our project was to manage the upgrade of all workstations at North American manufacturing sites from Office 2003 to Office 2010.

### Forcht Group, Lexington, KY

**2010 – 2011**

#### **IT Project Manager, Forcht Bank and BSC Data, LLC**

Technology Managed: Fiserv Signature, Fiserv Nautilus ECM, item capture, vendor hosted internet banking

- BSC Data was a company which managed Fiserv Signature software systems for Forcht Bank and roughly 12 other small banks in Kentucky. The company had recently grown so that the lack of software project management expertise had become a problem, and had been noted on a recent audit. I was brought in to

address this issue.

- Improvements which I initiated included documentation of data flow and system interfaces, formalized project planning (using Microsoft Project), improved communications with stakeholders, and use of a requirements traceability matrix for testing. Within twelve months significant improvements were noted in the next audit.

## **IBM, Global Business Services and Delivery**

**2001 – 2009**

### **IT Project Manager, Lexmark Account**

Technology Managed: JD Edwards World on AS/400, Crystal Reports, UNIX, Sybase, Scopus (call center application)

- Responded to challenge of managing \$380,000 marketing project that had been poorly managed in the beginning. Utilized tact and knowledge to reset customer to more realistic expectations. Negotiated needed funds to bring project to satisfactory conclusion for both customer and company.
- While acting as project manager for JD Edward World, secured additional business by providing competitive service excellence. Won work of maintaining code developed by a competing contractor. Recognized for achievement by senior management in formal ceremony.

### **IT Project Manager, Internal Account, Enterprise Directory, Remote engagement**

Technology Managed: Tivoli, LDAP, WebSphere MQ

- Demonstrated leadership and communication abilities in leading IBM's off-boarding trigger service implementation. Successfully rolled out the service through three test environment qualifications to production, and eventually deployed it nationwide and in ten global locations. This was a challenging PM assignment in a matrix management environment. Earned management recognition for success on this project.

## **Lexmark, International, Lexington, KY**

**1991 – 2001**

### **Application Programmer and Project Manager**

- Developed and supported applications first in mainframe, then in UNIX environment.
- Gained customer market share by serving as project manager and programming team member for installation of Lexmark customer care call center software. Resulted in enduring application used for eight years.
- Chosen by management to lead call center application migration to new hardware due to increase in customer utilization. Acknowledged by senior management for applying extensive knowledge and experience to result in successful move of application on time and within budget with 21 interfaces and users in multiple countries.

## **IBM, Charlotte, NC and Lexington, KY**

**1984 - 1991**

**Industrial Engineer** – Series III Copy Division

**Production Control Staff** - SAS Programmer

## **EDUCATION AND CERTIFICATION**

- BS, Industrial Engineering, Purdue University, West Lafayette, IN
- BS Equivalent, Computer Science, Transylvania University, Lexington, KY
- Project Management Institute – PMI PMP, Board Member (2007 – 2008, 2010)
- Scrum Alliance – Certified ScrumMaster