

# Tom Morgan, MBA, PMP, SSGB, CSM

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Results oriented and certified Project Manager and Scrum Master with over 20 years' experience developing projects and programs that improve revenue and business outcomes for large and highly complex organizations. Able to identify business needs and assemble cross-functional teams responsible for designing and implementing effective software solutions to meet those needs. Strength with building relationships and delivering technical solutions that exceed customer expectations and are delivered on time and under budget. Looking to leverage my talents in Leadership and Project Management with a company that is growing and thriving.

## COMPETENCY PROFILE:

<b>Strategy   Consultation   Analysis</b>	<b>Budgeting   Expense Management</b>
<b>Project Management   Project Execution</b>	<b>Process Improvement   Process Design</b>
<b>Applications Development</b>	<b>Business Process Outsourcing   Development</b>
<b>Documentation   Requirements Gathering</b>	<b>Workflow Analysis   Improvement</b>
<b>Methodology   Agile   Scrum   Waterfall</b>	<b>Certified Project Management Professional</b>
<b>Business Impact Analysis</b>	<b>Project Prioritization</b>
<b>Stakeholder Engagement</b>	<b>Milestone Tracking   Reporting</b>
<b>Change Order Process</b>	<b>Contract Negotiation</b>
<b>Vendor Management</b>	<b>Vendor Engagement</b>
<b>Vendor Selection   Analysis   Recommendations</b>	<b>Vendor   Implementation   Integration</b>
<b>Regulatory Compliance</b>	<b>Software Development Lifecycle   SDLC</b>
<b>Interface with Executives</b>	<b>Consensus Building   Collaboration</b>
<b>Leadership</b>	<b>Accountability</b>
<b>Building High Performing Teams</b>	<b>Implementation   Execution</b>
<b>Microsoft   Project   SharePoint   Excel</b>	<b>Technology   SQL   .NET   AppFabric   nCache   Oracle WebLogic   VB6   Clarity Reports</b>

## WORK EXPERIENCE:

**BROOKSOURCE | HUMANA, Louisville, KY**

**2018 - 2019**

**IT Project Manager | Humana PMO | Contract**

- Led the Project Management and Implementation efforts for 6 highly visible software and hardware upgrade projects impacting over 500 applications and 5,000 end users.
- Oversaw business analysis, SCRUM | Agile project management, and implementation strategies for multiple virtual and physical servers with unique storage requirements and software stacks.
- Interfaced with project sponsors, stakeholders, developers, analysts and support teams to design, develop, test, implement and maintain systems.
- Built and fostered strong partnerships and communication with external IT vendors with applications that integrated with our systems.
- Managed the process for selecting, implementing and integrating IT vendors with existing applications including, analysis, recommendation, implementation and relationship management.
- Developed plans and milestones, for each project and ensured that all projects met regulatory requirements.
- Drove the processes for gathering requirements, documenting workflows, resolving problems, identifying risks, managing stakeholder expectations, attaining customer sign off and ensuring quality assurance.

- Monitored and tracked projects and followed up closely with all stakeholders to make sure tasks were performed timely.
- Oversaw stakeholder engagement and accountability by facilitating and participating in bi-weekly update meetings.
- Hosted workshops consisting of several business experts, documenting their current state workflows and facilitated dialog to assist in the mapping of the desired state of operating.
- Worked with a team of developers throughout the Software Development Lifecycle (SDLC) to configure software according to business requirements.

**NTT DATA, Frankfort, KY**

**2006 – 2018**

**Senior Project Manager | Commonwealth Office of Technology | Department of Revenue**

- Led the Project Management and Implementation efforts for developing and configuring software for multiple distributed and mainframe systems with integration points for the Department of Revenue.
- Oversaw highly visible capital projects with budgets ranging from \$1M to \$5M and 40 employees, including the implementation of CACS-G, a new revenue collection system that yielded a \$25M increase in tax revenues for the Commonwealth.
- Worked closely with third party vendors and other key customers to ensure that changes and modifications integrated seamlessly and were deployed on time and within the expected budget.
- Managed all phases of the project lifecycle including initiation, planning, execution, monitoring /control and close, managing risk and exposure during all phases.
- Governed the change control process and developed and communicated the impact of the recommended changes to the initial timeline, labor and overall project costs.
- Developed cost / benefit analyses, buy/build recommendations and other types of analyses that educated leaders about the options and risks associated with employing a variety of technical solutions.

**LEXMARK INTERNATIONAL, Lexington, KY**

**1998 – 2006**

**Project Manager**

- Oversaw large and highly visible projects affecting business, technology and supply chain management for the World Trade Order, Product Quality and WorldWide in Transit.
- Managed all aspects of the project lifecycle including initiation, planning, execution, monitoring /control and close, managing risk and exposure during all phases.
- Gathered requirements, established scope of work and created schedules that ensured that projects were delivered on-time and within budget.
- Led and mentored a team of 30 employees responsible for project tracking and communicating the progress on projects.
- Built relationships with international business units to manage global and more complex projects.

**EDUCATION:**

**MBA- Master in Business Administration**

University of Phoenix, Phoenix, AZ

**BA – Bachelor of Arts- Chemistry**

David Lipscomb University, Nashville, TN

**Electronic Medical Record Certificate**

U.S. Career Institute, Fort Collins, CO

**CERTIFICATIONS | LICENSURE:**

**PMP** – Project Management Professional

**SSGB** – Six Sigma Green Belt Certification

**CSM** – Certified Scrum Master