**ELLEN KIRCHMAN, MBA, PMP**

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**SUMMARY**

Leader with strong background in project management, strategic planning, training, and process improvement. Directs complex and highly visible projects. Known by peers and management as a positive, enthusiastic, collaborative and inspirational manager who effectively manages teams to exceed customer expectations. Excellent oral and written communication skills.



**SOFTWARE EXPERIENCE**

|  |  |  |  |
| --- | --- | --- | --- |
| MS Project Server | MS Word | Clarity | Skype |
| MS SharePoint | MS Visio | MS TFS | Social Media |
| MS Excel | MS PowerPoint | Lync | WebEx |
| NetMeeting | MS Project | Desire2Learn |  |

**PROFESSIONAL EXPERIENCE**

Hennepin County Minneapolis, MN

*Senior Project Manager (in PMO)* 2014 – present

Responsible for leading company-wide software development and infrastructure projects by establishing project scope, resources and managing project deliverables. Projects included PMO enterprise training program, document management & imaging (FileNet), help desk customer survey, MS licensing, new employee onboarding.

* Directed resources, scope and project constraints to ensure successful projects, programs and portfolios are completed on time, within budget and on schedule with agreed-upon quality.
* Managed project budgets of up to $10M including vendors, software, and hardware.
* Promoted project management best practices to management at executive meetings and implemented within the Project Management Office (PMO).
* Mentored junior Project Managers on best practices, project implementation, meeting facilitation and team leadership.
* Created scope and charter documents for project server community of practice which was implemented county-wide.
* Managed the County's first Agile SCSM implementation project including selecting tools and serving as Scrum Master.
* Developed a company-wide PM training curriculum to teach new PMs processes and procedures.
* Created PMO onboarding and retention process improvements; adopted by management.
* Designed and managed various SharePoint sites to effectively control team documentation management.
* Created project deliverables such as charters, scope statements, project schedules (WBS), statement of work (SOW), risk/issue/decision logs, change requests, communication plans.
  + Recognized by management for successful new software implementation enterprise wide, IT of the month award.
  + Selected by director from 400 IT personnel to represent IT in an elite leadership class.

Metropolitan State University Minneapolis, MN

*Adjunct Faculty (Project Management)* 2014 – present

Developed course materials and instructed undergraduate college students about project management principles and best practices.

International Business Machines (IBM), Inc. Minneapolis, MN

*Project/Program Manager (Xcel Energy and Express Scripts) at IBM Global Services* 2012-2014

Managed large, visible and complex programs from inception through implementation to include customer-facing software development projects for IT Infrastructure/compliance projects.

* Delivered a world-class ITIL aligned server build outsourcing process for Windows, UNIX and Linux.
* Turned around inherited, troubled $11.5 million services’ delivery program by tightening project controls, including managing budget, deliverables, issues, schedules and resources closely, and increasing client communications.
* Formed a project PMO for effective project governance which created sustainable and repeatable processes for project forecasting and financials, resulting in greater work efficiencies and lowered costs.
* Managed projects’ budget, forecasts, schedules, plans, scope, risks, cross-functional global matrixed resources and multiple vendors.
* Created new management reports and persuasive presentations using PowerPoint, Word, Excel, Visio, pivot tables and complex formulas.
* Managed programs/projects including VMware upgrades/implementations, VDI Deployments, System Center Configuration Manager (SCCM), SAN storage implementations, data center, networking technologies, non-expiring passwords security resolution, SharePoint document management sites, disaster recovery, compliance, and IT Service Management (ITSM) Solutions based on predefined statements of work (SOW).
* Directed Medicare and Claims healthcare software development projects
* Administered SharePoint sites to control deliverable document management

**Verizon (Insight Global) at Best Buy** Richfield, MN

***Client Program Manager*** *2011 - 2012*

Managed critical projects that supported Best Buy’s .COM business and IT strategies, in a highly matrixed environment which met business requirements, and were completed on schedule. Diverse project resources included cross-functional, multi-vendor and offshore teams.

* Performed portfolio management for Verizon at Best Buy, including managing release components driven by other PMs.
* Created and implemented department-wide Excel time tracking program for customers and management.
* Managed project schedule, plan, risk, and cross-functional matrixed resources, including over 100 technical team members and vendors with a budget of over $5 M.

**Medtox (through Magenic)**  New Brighton, MN

***Senior Project Manager/Business Analyst*** *2011*

Agile healthcare project. Led a Microsoft enterprise web development project that allowed users to configure random drug testing intervals, provide critical reporting and IVR system interaction option; system enabled company to expanding its market base and be a competitive leader.

PREVIOUS EXPERIENCE

International Business Machines (IBM), Inc.

System Sales Specialist/Engagement Manager

Senior Business Development Manager

TIES (Technology Information Education System)

Sales Manager

Compaq/HP Global Services

Engagement Manager / Technical Sales Support

Key Educational Services – IT Consulting & Training

CEO, President

Managed 10 employees and 25 consultants; created company from $0 revenue to $1,000,000 revenue.

**EDUCATION**

Masters of Business Administration (MBA)

Graduate certificate in Project Management

Metropolitan State University

BA, Economics

University of Minnesota, Minneapolis, MN

Project Management Professional (PMP) certification, Project Management Institute

ToPs Facilitation Certification, Hennepin County

Certified Professional Project Manager (CPPM), University of St. Thomas

Certified Social Media Marketer, University of St. Thomas

**PROFESSIONAL AFFILIATIONS**

**Project Management Institute of Minnesota (PMI-MN)**

* Director of Marketing & Communications – 2 yrs
* Social Media Program Manager – 4 yrs

**Living to Succeed**

* Board of Directors: Business Advisor – 2 years