

SM

Susan Moore

Program Manager

Program manager with 4 years running mid-size technology and operations programs. Comfortable building the schedule, the budget, and the status story for sponsors who want fewer surprises and clearer trade-offs.

Location

Columbus, OH

Phone

(614) 555-0188

Email

marcus.whitfield@example.com

Education

B.A., Business Administration, Ohio State University, 2019

CAPM, Project Management Institute, 2021

Key Skills

- Project planning, scheduling, budget tracking
- Jira, MS Project, Smartsheet
- Status reporting and steering committee prep
- Vendor coordination
- Agile and waterfall delivery

Professional Experience

Program Manager, Pellington Insurance Group, Columbus, OH | 2022 to Present
2022 - Present

- Manage a customer onboarding modernization program with 5 workstreams and a \$1.8M annual budget
- Replaced a 40-page status report with a one-page dashboard the COO actually reads each Monday
- Closed out a vendor selection that had stalled for 7 months by reframing the decision criteria for the steering committee
- Mentor two project coordinators on running standups and writing clear meeting notes

Project Manager, Pellington Insurance Group, Columbus, OH | 2020 to 2022
2020 - 2022

- Delivered 9 internal IT projects on or under budget across a two-year span
- Built the intake template still used to score new project requests against capacity
- Ran the daily cutover bridge for a policy admin upgrade affecting roughly 600 internal users