

# Emily A. Washington, PMP

## IT SENIOR PROJECT MANAGER

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**Performance-driven IT management leader** with demonstrated successes in project management, global change implementation, and strategic plan execution.

**Intuitive and creative problem solver**, whose analytical and results-oriented mindset empowers teams to achieve business improvement and growth objectives.

### LEADERSHIP PERFORMANCE HIGHLIGHTS

**Emerging Technologies** – Implemented marketplace scanning functionality for Summa Fresh sales team to reduce order creation time by 50%. Delivered customer payment portal, allowing reduction of Net 30 credit hold from 2-3 weeks to 5-7 days.

**Infrastructure Support** – Developed implementation approach for Journey Invest’s Active Directory application development tool migration and credential provisioning, resulting in an automated and auditable process for enforcing security policies.

**Strategic Planning** – Executed business strategy leading Boutique Solis to annual triple digit sales increases over 4 years by achieving margin and profitability-focused objectives.

**Sales Predictability** – Advanced sales by \$3.6 million through implementation of Siebel onDemand Opportunity Management to improve funnel management for Forte Healthcare.

**System Implementation** – Incorporated integrated phase review discipline to direct implementation of a large-scale validated system used to track and approve 10,000+ annual IT environment changes for 600+ users, retiring three key legacy change control systems.

**Training & Development** – Trained and mentored 400+ users in face-to-face process standardization seminars in North America, Asia, and Europe.

### PROFESSIONAL STRENGTHS

- Project Management
- Cross-Functional Solution Development
- Change Management
- IT System Implementation
- Vendor Management & Negotiations
- Infrastructure Support
- Risk Management
- Process Improvements
- End User Training
- Recruitment

### CERTIFICATIONS

**Information Technology Infrastructure Library (ITIL) Foundation Certified** – ITIL Accredited Examination Institute

**Project Management Professional (PMP) Certified** – Project Management Institute (PMI)

**Six Sigma, Greenbelt Certified** – Forte Healthcare

### CAREER CHRONOLOGY

<b>Ecommerce Project Manager</b>   SUMMA FRESH, Philadelphia, PA	2016–Present
<b>Senior Enterprise Project Manager</b>   JOURNEY INVEST, New York, NY	2014–2016
<b>Founder, Business Development Manager</b>   BOUTIQUE SOLIS, Milwaukee, WI	2010–2014
<b>IT Program Manager</b>   FORTE HEALTHCARE, Wauwatosa, WI	2000–2010

### EDUCATION | PROFESSIONAL DEVELOPMENT

**Bachelor of Business Administration (BBA) – Information Systems and Operations Management, 2002**  
LOYOLA UNIVERSITY, Chicago, IL

**Information Management Leadership Program (IMLP) – Forte Healthcare, 2002–2004**

PROFESSIONAL EXPERIENCE

SUMMA FRESH Philadelphia, PA 2016–Present

**Ecommerce Project Manager** – Led operations, support, and long-term roadmap for sales platform, mobile application and website. Asserted analytical and proactive approach to align needs of Operations, Planning, Merchandising, Buying, and Sales to improve ecommerce experience through implementation of selling functionality and reporting.

- Digitized new retailer onboarding by implementing customer service portal to allow collection of account demographic data, credit history, and payment terms via smart forms, routing to corresponding teams.
- Created PCI compliant payment gateway to allow retailers to pay invoices online via credit card or ACH, reducing Net 30 credit hold duration.
- Reduced number of retailers receiving paper invoices by 75% by creating a sustainable process to migrate customers to electronic invoices, eliminating the potential for invoices being lost in transit and improving productivity of Customer Service.
- Established Key Performance Indicators (KPIs) aligned with operational goals and objectives to generate standardized orders reporting pertaining to minimums compliance, order origination, and accuracy.
- Implemented data feed to dynamically sync global pricing to ecommerce platform to eradicate pricing errors.
- Launched monthly collections of 100+ products across several apparel categories, managing product collateral across Merchandising, Buying, and Photography teams as part of web production.

JOURNEY INVEST New York, NY / Milwaukee, WI 2014–2016

**Senior Enterprise Project Manager** – Directed 17 member cross-functional team on \$6M Active Directory upgrade and migration program, focused on process optimization and simplification. Selected to serve as Technology Integration Partner on Journey Invest acquisition, managing financial planning capabilities system upgrade and rollout.

- Designed solution strategy roadmap outlining high-level prioritization of 150+ infrastructure, provisioning, and application development migration activities.
- Conceptualized future state provisioning process through comprehensive evaluation of existing tools and for creating security groups and identities.
- Accepted long-distance assignment with acquired subsidiary, Journey Invest. Worked closely with CTO and senior leadership – utilized Agile framework, UX/UI experimentation and A/B testing to accelerate delivery of an enhanced financial planning tool and improved client experience.

**CORPORATE CITIZENSHIP**

Nominated Journey Invest’s IT Co-Coordinator Lead, directed 15-person team, dedicated to raising \$75K+ in 7 days for United Performing Arts Fund.

BOUTIQUE SOLIS, Milwaukee, WI 2010–2014

**Founder, Business Development Manager** – Launched entrepreneurial venture focused on plus-size women’s on-trend apparel not commonly offered in traditional shopping locations. Established strategic plans, held full P&L responsibility and accountability. Executed profitable retail operations, developed and oversaw strategic growth initiatives, talent management, and supply chain fulfillment.

- Formulated and implemented strategy to produce multi-stream product reach and profit revenues.
- Analyzed, interpreted, and applied internal measures and external trends data to identify and create development strategies to enhance company’s ability to maximize business growth.
- Launched ecommerce website tightly integrated with the storefront’s point-of-sale (POS) system, incorporating a speedier and simplified checkout process as well as dynamic editorial content.

## PROFESSIONAL EXPERIENCE

FORTE HEALTHCARE, Boston, MA 2000–2010

**Commercial Initiatives Program Manager** – Spearheaded and led development, implementation, and support of commercial contract management and sales predictability systems.

- Led implementation of contract monitoring solution used for tracking approvals to terms and conditions governing commercial transactions.
- Trained and coached legal teams across 14 sub-businesses throughout the United States and Europe in the use of the contract monitoring system.
- Executed implementation of pricing intelligence system, designed to improve discount and portfolio management as well as reduce trade-in erosion.

**CORPORATE CITIZENSHIP**

Selected as Forte Healthcare Partnership Labs Project Manager, launched premier PC donor program to provide full computer labs for Boston area schools and offered sustainable change to underprivileged students.

**Global Change Manager** – Directed and coordinated implementation and continual improvement of Global IT Change Management System. Governed entire change management process, reduced negative change impact to organization service quality.

- Assessed system selection options: Homegrown vs. COTS (Customized of the Shelf) vs. In House and performed vendor audit to evaluate use of tool for regulatory functions.
- Managed and led application development team and Installation Qualification, Operations Qualification, and Performance Qualification Testing to ensure system compliance to regulations including SOX, GxP, ISO, and FDA 21 CFR Part 11.
- Partnered with FDA and Financial (KPMG) Auditors to produce evidence of compliant procedures for GxP and SOX relevant applications in more than 12 facility audits.

**Americas Site Support Leader** – Managed \$3+ million resource budget, mobilized 65+ person desk-side support team, as well as day-to-day issue resolution operation in US, Canada, and Latin America for 17,000+ users.

- Improved service levels for site support by evaluating user expectations, providing single point of contact solution / standard escalations paths, and reducing case erosion by 75%.
- Engineered and initiated project engagement process to manage 400+ annual infrastructure support requests.
- Reduced time for integrating acquisition site support processes from one year to 60 days.

## TECHNOLOGY SNAPSHOT

- **Applications/Tools:** Jira, Confluence WordPress, JOOR, BlueCherry, Photoshop, MS Word, Excel, Project, Visio, PowerPoint, SharePoint
- **Methodologies:** Agile/Scrum, ITIL, Lean, Six Sigma
- **Administration:** Active Directory Domain Controller, MS Exchange