

PROGRAM MANAGEMENT

Accomplished IT manager with proven management and delivery experience working in the application, end points, security, back office, infrastructure/construction and end point areas, capable of creating a synthesis view of the top down while managing the chaos of details. Able to drive and motivate team members around best practices, shared goals and customer issues in order to enable decision-making and improve the customer experience.

Experience: Program/Project Management – Infrastructure - Software Dev. – Back Office Systems - Financial Management – Governance – Project Life Cycle – Architecture Compliance – Telephony/AV Systems - Internet/eCommerce - Firewalls/IDS – Security - End Point – Telecomm - Partnerships - Vendor Management – Contracts/Legal – Sales - Business Development/Market Strategy - Processes Re-Engineering - Controls/KPI - Team Building – Training - Service Level Agreements - Global IT experience: North America and Europe - Media – Defense – Government – Retail - Pharmaceutical/HealthCare/Life Sciences – Automotive – Insurance – Hospitality - Construction

PROFESSIONAL EXPERIENCE

Program Manager

Hard Rock International 02/2018 - Present

Responsible for the successful implementation and delivery of internal and external IT technology/AV systems, security/firewall services and infrastructure, back office systems and end points across multiple concurrent projects (renovation and new construction), both domestic and international. Manage construction/technology activities, application and infrastructure deployments, end user testing, operational/security production cutovers, procurement, and logistics to ensure just in time delivery of materials, resources and services to meet project schedules and deadlines, inspection dates and operational events. Responsible for developing and managing project budgets (\$20M+), ensure standards compliance, SOWs/contract and legal sign off. Ensure execution and completion of security/audit controls, development of supporting documentation including designs/Visio/swim lanes to capture requirements, workflows, test plans/sign offs, centralized MS project plans, change control, supplier/system certification, run books/as built, integration into monitoring services, training, Operations Hand Off and project close out/lessons learned.

Responsible to put “eyes on” project actives during all stages and gates to ensure updates and reporting to stakeholders, end users and executive management is accurate and completed according to designs/requirements. Directly responsible for managing and tracking project budgets, procurement, invoicing, and change requests. Responsible to manage and coordinate matrix teams of internal and vendor/trade resources, verify deliverables, change orders, quotes, invoices, adjustments based on value engineering and cost benefits analysis. Maintain and support workflows to ensure business and requirements/changes are documented, priced, and approved for released. Ensure centralized repository for service tickets, MS project plans, requirements, security audits and authorizations are maintained. Act as the single point of contact for project managers, trades, senior management, requirements, procurement, vendor relationship, customer issues, collaboration, and escalation of project issues/risks.

Notable Achievements:

- ◆ *The Guitar Hotel – 638 rooms - 33 stories, gaming parlor, pool suites, spa, fitness center, back office systems, 685K SF*
- ◆ *Oasis Hotel – 168 rooms - 7 stories, 207K SF, Pavilion Restaurant & East Pool, POS*
- ◆ *Hard Rock Casino Hollywood, FL- Expansion/Renovation – slots, tables, restaurants, retail, program venues*
- ◆ *Hard Rock Hotel - Madrid, Spain – 161 rooms – 7 stories, bars, restaurants, retail*
- ◆ *Hard Rock Hotel – Prague, Czech Republic – 521 rooms – 7 stories 3 sub, conference, bars, restaurants, retail, spa*

Program Manager/Sr. Project Manager – Consultant

Univision 11/2014 – 02/2018

Brought in to manage back office system, infrastructure, end point IT/AV projects across multiple facilities, responsible for diving matrix teams across the organization to achieve financial and business goals. Manage the execution of multiple projects and work-streams in parallel with Production Schedules and Construction/inspection dates. Act as the single point of contact for requirements, procurement/budget, vendor relationship, customer issues, collaboration, and escalation of project issues/risks. Manage the development of requirements, design, change requests, SOWs/contract and legal sign off, security/audit controls, development of supporting documentation including designs/Visio/swim lanes to capture requirements, workflows, test plans/acceptance criteria, sign offs, centralized MS project plans, change control, supplier/system certification, run books, and project close out/lessons learned. Ensure firewall and IDS connections to external services and vendors are verified/audited to align with compliance requirements.

Notable Achievements

- ◆ *WideOrbit – Network Traffic System- sales, back office systems, billing/ESB-Oracle, ETL, On Air, UAT, ServiceNow/JIRA*
- ◆ *Miami Sports News Room – Infrastructure - production control/edit rooms, studios, end points, office/conference rooms*
- ◆ *Miami Office Consolidation – Infrastructure - 3 into 1 new office, Radio Studios*
- ◆ *LA Office Sale/Leaseback – Relocate infrastructure, demolition, new overflow office space*
- ◆ *Miami HQ Renovation – Infrastructure – 450K SF, over 1600 users - multiyear/phases*

Manager Project Delivery

Bridgewater Associates, 2/2011 – 11/2014

As part of the Bridgewater IT PMO management team; ensured portfolio of projects/programs are well managed, delivered on time/within budget and align to the standard architecture, back office systems, project lifecycle and Governance processes using Waterfall, Agile/Scrum approaches and a standardized toolkit. As Manager, directly managed ~6 project managers, vendors and ~40 matrix team members; ultimately responsible to deliver an endless portfolio of projects and programs; ~15 at any one time and accurately manage project budgets up to ~\$17M. Responsible for managing escalations/risk profiles, scope/change management to achieve goals and expectations as defined or tradeoffs agreed to by the business. Continuously provide status and transparency to a variety of stakeholders at the project and executive levels on key performance indicators, project milestone, financial data, cross dependencies and resource planning.

Orchestrated project managers/stakeholders to identify, mitigate, and escalate potential issues or risks. Hold project managers accountable to align their projects with the standard project life cycle, governance policies; guarantee best practices are continuously shared/developed. Perform quality control checks, tollgates, reviews on project deliverables, financial status and progress reports with senior leadership, finance team, and stakeholders. Foster positive working relationships with multiple stakeholders by ensuring hand off between vendors (onsite/offshore), engineering, operations and business teams.

Notable Achievements:

- ◆ *Workday – ERP- Financial/Human Capital Management Transformation, cloud security, workflow, policies, QA/UAT*
- ◆ *ITSM design/implementation, end point security/audit, workflows over CA solution; new office/campus built out*
- ◆ *VoIP migration/consolidation; Campus-wide wireless implementation; security assessment*
- ◆ *End Point Tech patching/security framework and implementation; Data Center VM Server upgrade/consolidation*
- ◆ *IT security/Ops portfolio management and tracking-Team Dynamix/MS Project Server, Firewall/IDS DMZ re-design*

Director/Leader

DUN & BRADSTREET, INC. 2/2004- 2/2011

Brought in to program manage a re-engineering and application development effort for a \$1B product ordering/quote-to-cash program using Waterfall/Agile and SDLC approaches to support both the wholesale and commercial sales channels. Managed matrix team members across 9 business units and multiple workstreams, directly managed ~6 team members and budget responsibility ~\$12M along with ~35 onshore/offshore vendor resources. Developed a custom quote to cash application in the back office based on Sterling and Comergent E-Business Suite covering over 80 product offerings, pricing, billing/revenue recognition, invoicing, fulfillment, security PCI/credit card, 100+ custom UIs, Salesforce.Com and 10+ interfaces, custom workflows and reporting.

Orchestrated requirements gathering, development of swim lanes/workflows, test cases/acceptance criteria, managed escalations/risk profiles, scope/change control to achieve goals/requirements, managed expectations and tradeoffs with business/stakeholders. Continuously provide status to a variety of stakeholders at the project and executive levels on key performance indicators, MS project plans/milestones, financial data, cross dependencies and resource planning. Responsible to manage the program using standard SDLC/Agile approaches, holding workstream owners and vendors accountable for documenting/sign-off on business requirements, development, QA and UAT testing and defect tracking in Mercury Quality Center. Integrated Hoover's \$100M revenue stream into corporate quote to cash and Salesforce.Com business processes. Retired legacy systems and improved DSO by 2 days.

EDUCATION / TRAINING / SKILLS

B.S. Business Administration/Information Technology, Concordia College
USAF Technical Training (3000+ hours completed), Oracle 11i Service Contracts, Oracle Orders to Cash Management, eBusiness Suite, Sales, Configurator, AIM/BFA/BRD/BP Project Approach; Salesforce.Com; NetWeaver, Vertex Sales Tax; Savvion Workflow; Team Dynamix, Visio, ServiceNow, JIRA, Daptiv, Confluence, MS Project Server, ProCore, BlueBeam, Application Development: Java, J2EE, Javascript, JSP, HTML/XML, SOAP, SQL, .NET, Oracle, Sterling Configurator, Comergent E-Business Suite, Savvion BPM 7.0, Unix, Microsoft/Windows, Red Hat Linux, Salesforce.com, Workday, Mainframe

James Jasinski

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- New York, NY, USA

Contact Information

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Summary

My years of technology focus blended together with the business acumen from the consulting world has provided me with a wealth of experiences that are paramount in driving a business forward. I have come into organizations and put my arms around them to instill processes to meet service levels. Taken the role model and mentoring approach to ensure team members understand how technology supports the business. My background covers years of management, technical and customer services and sales experiences in the United States and Europe. Directly contributing to the successful implementation and management of customer and corporate business objectives and technology solutions in the Financial Services, Service Provider, Pharmaceutical/Life Sciences, Retail, Automotive, Insurance, Manufacturing, Government and Media segments.

Work History

- **Manager, Project Delivery | Bridgewater Associates**
No Start Date - Jan 01, 2014
- **Director/Leader | DUN & BRADSTREET, INC**
No Dates Provided

Skills

- **reporting** | 13yrs | 2020
- **security** | 13yrs | 2020

- **workflow** | 13yrs | 2020
- **budget** | 13yrs | 2020
- **project management** | 10yrs | 2020
- **change control** | 10yrs | 2020
- **microsoft project** | 10yrs | 2020
- **invoices** | 10yrs | 2020
- **quoting** | 10yrs | 2020
- **business requirements** | 9yrs | 2020
- **documentation** | 9yrs | 2020
- **salesforce.com** | 9yrs | 2020
- **leadership** | 11yrs | 2014
- **acceptance testing** | 11yrs | 2014
- **agile** | 11yrs | 2014
- **engineering** | 11yrs | 2014
- **finance** | 11yrs | 2014
- **kpi** | 11yrs | 2014
- **offshoring** | 11yrs | 2014
- **accountability** | 11yrs | 2014
- **onshore** | 11yrs | 2014
- **resource planning** | 11yrs | 2014
- **waterfall** | 11yrs | 2014
- **.net** | 2014
- **application development** | 2014
- **asset management** | 2014
- **business development** | 2014
- **com** | 2014
- **customer service** | 2014
- **database administration** | 2014
- **eclipse** | 2014
- **erp** | 2014
- **html** | 2014
- **java** | 2014
- **ebusiness** | 2014
- **financial** | 2014
- **cisco** | 2004
- **budgeting** | 1996
- **business continuity** | 0
- **business intelligence** | 0
- **business process** | 0
- **business process design** | 0
- **business process improvement** | 0
- **business transformation** | 0
- **change management** | 0
- **cloud computing** | 0
- **consulting** | 0

- **crm** | 0
- **cross-functional team leadership** | 0
- **data center** | 0
- **disaster recovery** | 0
- **enterprise architecture** | 0
- **enterprise software** | 0
- **governance** | 0
- **information technology** | 0
- **infrastructure** | 0
- **integration** | 0
- **it management** | 0
- **it operations** | 0
- **it service management** | 0
- **it strategy** | 0
- **itil** | 0
- **management** | 0
- **process improvement** | 0
- **product management** | 0
- **professional services** | 0
- **program management** | 0
- **project delivery** | 0
- **project portfolio management** | 0
- **requirements analysis** | 0
- **resource management** | 0
- **risk management** | 0
- **saas** | 0
- **sdic** | 0
- **service delivery** | 0
- **software project management** | 0
- **solution architecture** | 0
- **strategy** | 0
- **team management** | 0
- **telecommunications** | 0
- **business analysis** | 0
- **outsourcing** | 0
- **vendor management** | 0
- **pmo** | 0
- **pmp** | 0
- **pre-sales** | 0
- **outsourcing management**

Work Preferences

- Likely to Switch: Most Likely

- Willing to Relocate: Yes
- Travel Preference: Up to 50%
- Preferred Location:
 - Reno, NV, USA
 - Las Vegas, NV, USA
- Work Authorization:
 - US
- Work Documents:
 - US Citizenship
- Security Clearance: No
- Third Party: No
- Employment Type:
 - Contract - W2
 - Contract to Hire - Independent
 - Full-time
 - Contract to Hire - W2
 - Contract - Independent

Profile Sources

- LinkedIn: <http://www.linkedin.com/in/jamesjasinski>
- efinancialcareers: <http://backoffice.efinancialcareers.com/ow/3542074>
- OILPRO: <http://oilpro.com/jamesjasinski>
- Dice:
<https://www.dice.com/employer/talent/profile/b4a4bb29df2d0c8078991c0ca6dcf10fa2c4bf0e>