Emmanuel Asekhame, CSPO, CSM, PMP, ITIL

SUMMARY OF QUALIFICATIONS

Experienced I.T and business transformation professional with over 14+ years of successfully delivering major applications and business solutions. Accomplished agile practitioner with subject matter expertise in Big Data, Change and Stakeholder Management.

Strong Client facing/ Service Oriented Architecture experience in designing and developing software components and managing complex IT modernization and system integration projects.

Highly reputed for building great relationships across cross-functional units and liaising with vendors towards achieving enterprise-wide goals.

PROFESSIONAL EXPERIENCE

Entergy   **Oct 2018– June 2020**
Program Manager   **Woodlands, Texas**

- Provided oversight and direction for Entergy's CRM Program while managing several highly visible cross-organizational IT infrastructural projects.
- Created an enterprise wide agile implementation manifesto, trained C-Level executives on the scrum framework and led weekly I.T town hall sessions to expedite adoption.
- Vetted the vendor selection process of collaboration tools including Jira, Confluence, Copado and Zephyr to support development, Code management, Devops and testing.
- Successfully designed and customized Salesforce Marketing Cloud technological systems and Community Cloud platforms to improve overall customer interface/experience.
- Implemented and maintained developmental and release management best practices to ensure that requirements are being prioritized through user stories, properly groomed/refined from the backlog and completed in sprints.
- Managed the SFDC life cycle of code development, from ideation, build to deployment of multiple Agile IT projects while tracking and communicating team velocity and burn rate.
- Vetted and Implemented suitable technology including Glance and Google Analytics to support streamlined operations and optimize their strategic benefits.
- Managed daily Scrum calls, sprint planning, sprint demos and retrospectives aligned with the definition of done. This involved medium to large scale sprints ranging from 1 to 4 weeks of development, System and User Acceptance Testing.
- Managed change and project improvement by increasing the productivity of Scrum teams and the quality of deliverables for Customer Digital Initiatives
- Coordinated testing environment deployments and system integration testing in preparation for UAT and Go-Live.
- Provided an SME level of technical and functional mentorship to proactively identify team and delivery risks.
- Guided project managers, scrum masters and dev leads in impediments mitigation by utilizing the appropriate resources and establishing self-governing teams.
- Established and coordinated small, medium and large Scrum teams with sprints ranging from 1 to 4 weeks of development, system tests and user acceptance testing
- Created project plans in Primavera, maintained product backlogs using Jira and documented program artefacts in Confluence
- Managed Go-Live activities including defect triage/remediation, code test coverage and ensuring that SIT/UAT exit criteria are met and signed off by the product owners.
- Oversaw release planning including deciding which capabilities are released in the various iterations and managed the integration and flow of development, testing and deployment of systems.

Dell   **Jul 2017– Sep 2018**
Program Manager   **Plano, Texas**

- Managed remote and onsite cross-functional teams, designed multi-national/ multi-partner projects while being responsible for the creation of the NTT DATA Agile project management methodology after the acquisition of Dell services. This led to the delivery of effective integrated solutions for multiple clients utilizing cutting edge process within time and budget.
- Successfully completed the Salesforce Community Cloud implementation for Jones Lang Laselle commercial real estate clients in 3 global regions (AM, EMEA and APAC)
- Oversaw the MSO support and BAU enhancement program for Jones Lang Laselle US
- Architected and built out a mobile Salesforce customer relationship app for Tenet health to provide marketing/ sales teams with key information in real time
- Managed API Integration with legacy systems using Mulesoft for technical software upgrades
- Worked with compliance and process improvement experts to ensure projects achieve intended results and benefits are validated
- Identified substantial cost savings for operations through business optimization analysis and deployment of new system functionality

USAA   **Nov 2015 – Jul 2017**
Portfolio Manager   **San Antonio, Texas**

- Successfully completed the preparation, System configuration, Data Migration and Rollout/User adoption of a Cradle to Grave CRM Implementation on a $10 million financial advisor wealth management project for the Enterprise to enhance online scheduling and information security
- Managed the architectural review process towards translating business requirements into functional solution design documents that integrated with existing enterprise applications
- Provided governance and best practices on SFDC adoption and full application lifecycle (design, development, change control, UAT, deployment and support)
- Created current and future state processes and developed technical specifications for projects and enhancements
- Developed a 3yr roadmap on Salesforce customization, devops automation and enhancement for the current IT and business Infrastructure org
- Built out project plans for strategic business units, including critical paths, dependencies, hardware/software, resources and core budgetary estimates
- Managed vendor relations and vendor selection processes including RFIs, RFQs, POCs SLAs and SOWs for highly visible initiatives
- Managed Information security and compliance deliverables while maintaining an accurate and updated network topology map, policies and standard operating procedure documentation including infrastructure monitoring solutions for upper and lower environments
- Evaluated business performance using Hyperion to provide financial consolidation, reporting and analysis
- Monitored performance of implemented solutions via quality assurance review, project achievements by tracking risks, progress/burn down and QC for defect recording through RTC
- Led release-planning meetings for Financial Advice and Solution Group development teams and maintained release schedule
- Managed the Financial Advice and Solutions Group program budget, CYG and forecast, project artefacts including signed off acceptance criteria, lesson learned, team/peer mentoring and performance reviews

CBRE   **Apr 2013 – Nov 2015**
Salesforce COE Practice Leader   **Dallas, Texas**

- Managed Salesforce Center of Excellence (CoE) and the end-to-end rollout of Salesforce CRM in 6 continental regional offices during the MA with Trammell Crow. This was undergone to create a

single enterprise-wide Salesforce Instance to enforce standard best practices and maintain consistent policies, procedures and processes for managing Clients, Investors and Tenants

- Completed Asia Pac Service Cloud implementation while interfacing directly with regional call center agents to define project requirements including scope of work, cost estimate & budget, cash flow, work plan schedule and quality control
- Managed Data Analytics and completed the data migration of opportunity, contacts and accounts while ensuring integrity and documentation is timely, coordinated and accurate,
- Managed Campaign Logic and Marketing Cloud support to sales agents and clients
- Organized and facilitated daily stand-up meetings, reviews, retrospectives, sprint and release planning, demos for C-Level executives
- Managed all facets of staff augmentation including request for proposals, bid analysis and evaluation interviews
- Created product backlog refinement, while supporting overall organizational goals and removing impediments
- Tracked Scrum velocity and managed Sprint capacity while maintaining relevant metrics and scrum tools
- Developed project documentation governance aligned with company and client requirements using CA Clarity PPM
- Managed change routines to assess change requests, make recommendations, secure client approvals, and issue change orders
- Developed risk mitigation and contingency plans towards eliminating program/project risks
- Oversaw the effective delivery of a portfolio of projects and programs through cross functional remote and onsite teams while serving as the primary client contact and escalation point for any staffing, bandwidth or Milestone delivery issues
- Managed schedule, budget, resources availability and risk mitigation plan, quality assurance, project process improvement plan, quality audit and document all events during project

Oncor Energy   **Feb2012 – Mar 2013**
Technical Project Manager   **Dallas, Texas**

- Completed the Successful Migration and installation of 30 Applications from IBM Clearcase to Apache SVN and their accompanying binaries to Jfrog Artifactory using CA Lisa Service Virtualization. This involved ensuring that the destination server architecture was properly mapped before data migration was carried out, liaising with vendors in regards to Service agreements, facilitating training sessions and distributing user/installation manuals and ensuring that each application was thoroughly tested before being deployed to production.
- Managed team members to resolve complex problems using JIRA Service desk and escalating as necessary to meet timelines. Responsibilities included methodology training, developing action plans and overseeing all activities in the project life cycle.
- Set up daily meetings with application owners, developers, analysts and testers to determine business needs and functionalities desired for new or revised applications while exhibiting an SME level understanding of both the application as well as the business processes used within it.
- Managed multiple Geo Redundant sites while creating continuous multi-site replication for High Availability in line with NERC guidelines.
- Consulted with business partners and stakeholders and defined project requirements, created and delivered bi-weekly presentations to senior management on project goals and plans, including progress reports, project level processes, procedures and performance metrics
- Responsible for sourcing, negotiating and managing outside vendors. This involved reviewing estimates in hours and the associated cost provided from vendors as regards to the LOE as well as the SLA

- Effectively managed resource allocation/forecasting and project budget in clarity. This involved liaising with team members, departmental heads and stakeholders to ensure that the resources are not duplicated or exceeded while also managing client expectations and confirming milestones status

Statefarm   **Sep 2009 – Jan 2012**
Agile Coach/ Snr. Project Manager   **Bloomington, Illinois**
- Successfully completed the Enterprise wide Integration of the Technical Platform, Virtual Center, SNMP to UCMDB and iMIND to HPAM, expansion of Customer care and billing (CCB) data center for State Farm Insurance.
- Created a single enterprise-wide view of the asset and risk management infrastructure to maintain best practices and consistent policies, procedures and process
- Developed a 3 year road map on Asset and Risk Management and aligned it with a the existing Software and Asset Management future state blueprint
- Created an Agile Roadmap for various projects in multiple programs using the Scrum framework and Agile manifesto
- Worked with Deloitte to create business rules and Key Performance Indicators for the classification of subtypes and asset subtypes
- Developed a recommended approach for enhancing network data to support improvements on asset inventory data and risk management.
- Designed governance and frameworks to ensure product/programs are working most efficiently and providing the required value to end users and the organization.
- Accelerated the adoption of Asset and Risk management integrated solutions.
- Created a Risk management infrastructure inventory and capability framework.
- Developed recommendations for using asset information that support cyber security and vulnerability management.
- Met with application owners, application developers and analysts to determine business needs and functionalities.
- Tracked course of project from meetings, conferring with developers, and receiving reports while updating project Artifacts as needed.
- Documented exceptions or deviations as needed including changes to scope or functionalities via the change control board.
- Provided formal review, authorizations and sign-offs on project artifacts while validating that all conditions of satisfaction have been met and project is delivered as defined in scope
- Plan course of new projects via a charter, including milestones, resources needed in the form of staff hours, budget, use of technology and tools following established methodology.

Hewlett Packard   **Jul 2005– Sep 2009**
Project Manager/ Scrum Master   **Dallas, Texas**
- Responsible for developing and managing multiple project engagements which included implementing software-related projects varying in size, scope, and risk. Client base included Baker Hughes, Wells Fargo, Department of Defense and several Government Agencies with project budgets ranging from $500K to $10M.
- Completed an end-to-end implementation of Microsoft Dynamics 365 and Lync Communicator exchange upgrade for 2000 users. Responsibilities included defining the strategic base, Scoping of servers and licenses required, creating risk assessment and project plan, Pilot migration from IBM Lotus Notes and the creation of communication plans, training sessions and materials.

Adoption was measured on individual bases to understand how users where adapting to the new system and lesson learned and installation guides where added to the project Artifacts.

- Managed cross-functional Scrum teams in backlog grooming, creating and pointing user stories, sprint planning, execution and aligning with product owners to confirm requirements are met
- Provided professional advice on Enterprise Resource Planning (ERP), Oracle's EDC system and SAS customization to Clinical services management while creating an Excel Macros product backlog in conjunction with business stakeholders
- Prepared valuation models, sensitivity analysis and progress reports for senior management.
- Mentored team members and project stakeholders towards obtaining streamlined objectives and deliverables
- Developed and performed timely and consistent project reporting for clients which included project status, outstanding issues/risks, change request log, action items, decisions, upcoming tasks and deliverables.

EDUCATION/PROFESSIONAL DESIGNATIONS
MBA (Project Management), University of Wales, 2011
Bachelors of Science, Public Administration, Alli University, 2005
Certified Scrum Master (CSM)
Certified Scrum Product Owner (CSPO)

TECHNICAL SKILLS
Software: MS dynamics, JIRA, Artifactory, SVN, Rally, TFS, RTC, SQL Server, SharePoint, Clarity, Primavera, lotus Notes, Hyperion System 9 BI+, MS Project, MS Office, Oracle BI, Oracle Cloud, MS SharePoint, MS Access, MS Visio, SQL Coding, HP Service Manager, ServiceNow, JIRA,

Methodologies: SDLC, SFDC, Waterfall, Iterative, Agile, Six Sigma

EMMANUEL ASEKHAME

- Spring, TX, USA

Contact Information

- cizilio@yahoo.com (Preferred)

- 2107125245 (Preferred)

Work History

Total Work Experience: 15 years

- **Program manager | Dell**
  Jul 01, 2017 - No End Date

- **Snr. Project Manager | USAA**
  Nov 01, 2015 - No End Date

- **Project Manager Director | CBRE**
  Apr 01, 2013 - Nov 01, 2015

- **Project Manager | Oncor Energy**
  Feb 01, 2012 - Mar 01, 2013

- **Project Manager | State Farm**
  Sep 01, 2009 - Jan 01, 2012

- **Project Manager | HP**
  Jul 01, 2005 - Sep 01, 2009

Education

- **MBA**, No Dates Provided | UOW

Skills

- **best practices** | 8yrs | 2020
- **sprint** | 8yrs | 2020
- **qa** | 7yrs | 2020
- **release management** | 6yrs | 2020
- **planning** | 6yrs | 2020
- **scrum master** | 6yrs | 2020
- **scrum** | 15yrs | 2018
- **ca clarity** | 15yrs | 2018
- **project management** | 15yrs | 2018
- **scheduling** | 15yrs | 2018
- **filenet** | 14yrs | 2018
- **clarity** | 14yrs | 2018
- **pmp** | 14yrs | 2018
- **budget** | 12yrs | 2018
- **business requirements** | 11yrs | 2018
- **software** | 10yrs | 2018
- **user stories** | 9yrs | 2018
- **project planning** | 7yrs | 2018
- **product owner** | 7yrs | 2018
- **salesforce.com** | 6yrs | 2018
- **reporting** | 9yrs | 2017
- **cross-functional** | 8yrs | 2017
- **implementation** | 8yrs | 2017
- **roadmaps** | 8yrs | 2017
- **information security** | 7yrs | 2017
- **policies** | 7yrs | 2017
- **finance** | 6yrs | 2017
- **governance** | 6yrs | 2017
- **customization** | 6yrs | 2017
- **agile** | 15yrs | 2015
- **budgeting** | 11yrs | 2015
- **sap** | 10yrs | 2015
- **primavera** | 9yrs | 2015
- **six sigma** | 8yrs | 2015
- **change request management** | 7yrs | 2015
- **procedure** | 6yrs | 2015
- **risk management** | 5yrs | 2015
- **senior management** | 5yrs | 2013
- **microsoft project** | 13yrs | 0
- **program management** | 12yrs | 0
- **management**
- **entertainment**

- **government**
- **politics**
- **social media**
- **twitter**
- **professional**

Work Preferences

- Likely to Switch: Most Likely
- Willing to Relocate: No
- Work Authorization:
  - US
- Work Documents:
  - US Citizenship
- Desired Hourly Rate: 85+ (USD)
- Desired Salary: 155000+ (USD)
- Security Clearance: Yes
- Third Party: No
- Employment Type:
  - Contract - Corp-to-Corp
  - Contract - W2
  - Full-time
  - Contract to Hire - W2

Profile Sources

- Gravatar: http://gravatar.com/emmaedore
- Twitter: https://twitter.com/ciziwizy
- Dice:
  https://www.dice.com/employer/talent/profile/c50188b1f936aa0352242ebf07c60f8586753720