

# AnnMarie Roache

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Senior IT Program Manager with repeated success in managing and streamlining existing operations, Transformations, Mergers and Acquisition for Fortune 500 companies. Skillful at managing all facets of project lifecycle, risk management, and project delivery. Well-versed in building positive relationships with customers, stakeholders, and C-suites. Proven ability to negotiate favorable terms, proficiently managed budgets, recognized for technical, and analytical skills. Hands-on professional who exhibits zealous leadership, good organizational and problem solving skills.

## SOFTWARE ADMINISTRATOR

Microsoft Office 365  
Point of Sale | IT Support  
Salesforce  
SharePoint  
Daptiv  
QuickBooks | Peachtree  
Energy POS  
LogMeIn  
WebEx  
Microsoft Server  
PBX | VOIP  
Active Directory  
LAN/Network  
UniWifi  
Kaspersky  
VPN

## COMPUTER SKILLS

SaaS/ERP  
Smartsheets  
PowerBi  
Service Now  
JIRA  
MISys  
Clarity  
Remedy  
MS Teams  
MS Project  
Google Apps  
Dreamweaver  
Photoshop  
CRM Systems

## KEY STRENGTH

Enterprise Implementations  
Project Lifecycle Management  
Vendor Management  
Financial Management

## CAREER HIGHLIGHTS

### **Stryker** | *Contract*

#### **Senior IT Infrastructure Merger & Acquisition Program Manager**

*Remote*                      8/2019 – Present

Concurrently piloted (3) IT Enterprise Merger and Acquisitions projects for a medical device company; budget totaling \$30 million-dollars. Spearhead and integrate global cross-functional team of 30, cultivate team motivation and productivity by removing barriers, monitor and control project scope, constraints, and mitigate issues. Execute project cycle guidelines for ERP/global applications/data center/telephony/Web presence implementations, migrations, and decommissioning. Directed rigid go-lives, roll-outs, and change management processes which includes aggressive deadlines. Govern deliverables, established weekly team meeting cadence, identify technical strategies, manage and appropriately escalate delivery impediments, risks, issues, and changes associated to open projects. Participate in workshops, developed comprehensive project plan to monitor and track tasks for workstreams. Collaborate with Quality Assurance and C-level to ensure FDA compliance, policies, procedures, technical documentation, and computer systems validations. Serve as a technical advisor on planning and providing transparency for monthly forecasts, budgets, and project metrics utilizing PowerBi.

### **DIGICEL** | *Contract*

#### **IT Cloud Program Manager**

*Kingston, Jamaica*                      5/2019 – 7/2019

Drive cloud transformation activities for Enterprise Telecommunication Company. Facilitate discovery meetings, prepared status reports, RAID logs, work breakdown structure, and resource plans according project scope, migration scope. Direct vendor management process, review, revise vendor contracts, pricing, proposals, service agreements, and staff augmentation. Served as primary point of contact, collaborate with cross-functional teams, key stakeholders, Microsoft Azure, DSP, Cloudmize vendors in various time zones. Identified and mitigate risks; re-engineered PMO processes, and create innovative solutions.

### **BEALL'S** | *Contract*

#### **IT Project Manager**

*Bradenton, Florida*

12/2018 – 5/2019

Transformation Project  
Change Management  
Business and IT Alignment  
Technical Documentation  
IT Infrastructure Management  
Skilled Negotiator  
Strategic/Disaster Recovery  
Telecommunication  
Resource Management  
Preventative Maintenance  
Cross-Functional Supervision  
Customer Management  
PMO Administration  
Offshore Partner Integration  
Process Improvement  
Property Management  
Merge & Acquisitions  
Budget/Schedule Management  
Risk Identification & Mitigation  
Cost Reduction  
Agile & Waterfall

Drive end-to-end delivery of (5) critical IT Retail Point-of-Sale (POS) software and infrastructure concurrent projects. Developed an integrated communication process, steered weekly project meetings, track team of 20 resources, milestones, and deliverables. Proactively manage changes in project scope, identify potential risks, issues, and execute mitigation plan. Synchronized and collaborate across all relevant IT engineers, and supplier groups to ensure deliverables integration, testing, and launched successfully. Establish accountability for all key members delivering to achievements and deliverables.

**DECAMERON HOTEL | Contract**

**Regional IT Project Manager**

*Montego Bay, Jamaica West Indies 2/2018 – 10/2018*

Strategized and formulate areas of improvement on all aspects of IT Infrastructure, Vendor Management, Customer Service Management, and 2nd Level Support. Orchestrated installations and engineered network configuration for Servers, Workstations, Networking equipment, PBX system, email accounts, Active Directory, firewall, VPN applications, and software management. Directed Update Hotels project, track project expenses, forecast future spending, calculate estimates-at-completion, mitigate issues and escalate issues to CIO. Troubleshoot infrastructure issues; develop alternative tasks, schedules, and milestones processes.

**DIANA NATURALS | Contract**

**Senior IT Project Manager**

*10/2016 – 12/2017*

*Remote*

Remotely, spearhead software optimization, and deployment for ERP/MISYS software \$50M IT project. Mitigated negotiations, craft solutions for risks, issues, and accountable for project communication. Executed roadmap to drive productivity and continuous optimization of platform. Fostered strong team relationships remotely, skillfully managed and produced high-level reports for C-Level Executives. Removed roadblocks for the team, balance scope, ensured deliverables are consistent with defined processes, and procedures within the Agile and Waterfall environment.

**TYCO | JOHNSON CONTROL | Contract**

**Enterprise Project Management IT Program Manger**

*Boca Raton, FL*

*10/2015 – 8/2016*

Coordinated Enterprise Project Management Portfolio Office (EMPO) for Tyco & Johnson Control PMO merger and acquisition. Served as the central point of contact for PMO Portfolio and Daptiv deployment project. Directed meetings, Request for Proposals (RFP), presented project status reports, assists with testing scenarios, validate results on projects, and initiatives. Coordinated Change Management processes, mergers, divestures, decommissioning, migrations, and implementations. Trained end-users in the new software functionality by both documentation and presentation. Interviewed business clients to define requirements, draft project schedule, and develop progress reports. Communicated and collect plans target dates for PMO migration; deployment of Daptiv PPM tool, and issue task assignment.

**OFFICE DEPOT | Contract**

**IT Project Manager**

*Boca Raton, FL*

*2 / 2015– 10/2015*

Directed IT E-Commerce Black Friday Couchbase Infrastructure Web Server project. Managed E-Commerce Project Management Office activities, coordinate catering, communication calendars, and other responsibilities as they arise for SteerCo and Summit meetings. Spearhead talent acquisition processes which include; resume

review, phone screening, travel arrangements, and on-boarding. Implemented a set of comprehensive tracking processes and documentation to monitor projects. Developed and maintained infrastructure project plans, schedules, status reports, and project forecast. Ensured execution and deliverables are consistent with defined processes and procedures within an Agile and Waterfall environment. Supervised software customization, enhancements, issues, and communicate with team to resolve critical problems promptly.

### **QTS DATA CENTER | Contract**

#### **IT Project Manager**

*Suwanee, GA | Remote*

*11/2014 – 2/2015*

Identified resources, managed project communications, project scope, change management, and workflow system to ensure Nexus 7K Upgrade Project migration execution. Collaborated with cross-functional groups in redesigning and customizing Service Now application. Provided client- interfacing, administered ongoing phone conferences with customers in regards risks, issues, and share project updates with PMO Director. Scoped project, manage infrastructure calendar, coordinate installation for over 500+ customers, Engineers, and the DCO department.

### **GLOBAL IT**

#### **IT Project Manager**

*Remote*

*10/2010 – 9/2014*

Spearhead a team of 16+ technicians to deliver IT Transformation, Process Management, and Infrastructure projects. Liaison between clients, vendors, and other management partners to facilitate information flow. Master-minded all aspects of cost, time estimation, budgeting, P&L statement of work, resource allocation, and client management. Remotely steered and directed Windows 10 Deployment and IT initiatives project. Administered workloads, define deliverables, hire and trained resources, conduct performance reviews. Captured 50% savings in projects costs in only six months by re-engineering project plan, negotiate vendor contracts, enhanced quality assurance, and maintained timelines.

### **ESPN | Contract**

#### **Junior IT Project Manager**

*Bristol, CT*

*6/2009 – 10/2010*

Primary contact and coordinator, managed schedules, identified, and defined customer requirements for Vista Transformation \$5M project. Prioritized schedules and ensured adequate resources are available to facilitate project. Defined project metrics and effectively monitored triple constraints. Executed technical assistance to stakeholders participating in the Preview, Evaluation, and Piloting phases. Improved relations by coordinating weekly meetings, motivated teams with business objectives, and ensured project milestones on-time completion. Scoped and reviewed technical requirements for implementation and deployment of business units.

### **EDUCATION**

**New Horizons - Plantation, FL**

Project Management Certification

**Gold Coast - Fort Lauderdale, FL**

Real Estate Sales Certification

**Career Center – New York, NY**

A+ PC Technician Certification

**TCI The College of Technology - New York, NY**

Computer Engineering Bachelor Program