

PROFILE IT PMO leader with extensive experience designing processes and implementing tools that increase throughput. Effective change agent focused on end-user participation and process simplification to ensure lasting transformations. Leverages in-depth knowledge of technology, finance and analytics to create KPIs that give leadership visibility and control of operations.

- EXPERIENCE**
- 2019-Current** **THE WALT DISNEY COMPANY**
Product Owner, Clarity PPM & BIP - DPEP, Technology & Digital **Orlando, FL**
- Product Owner for the Business Integration Program (BIP), which combined three legacy organizations into the same legal entity, merged processes and enabled process efficiencies for more than 4,000 employees.
 - Delivered 21 Epics in the course of 6 months, providing key benefits such as: providing access to information to make informed decisions, enabling consistency of process and reporting, and training.
 - Product Owner for Clarity PPM, a Project and Portfolio Management tool that supports all efforts for the organization.
- 2018-2019** **Lead Process Architect, PMO - DPEP, Technology & Digital** **Orlando, FL**
- Led the documentation, recommendation and implementation of several processes that improved efficiency, including project estimation, project financial management and project resource management.
 - Created materials and administered training to all Project Managers in the PMO team to ensure full adoption of processes.
 - Supported Phase 1 of the Business Integration Program (BIP) as subject matter expert, as well as providing training to more than 500 individuals in preparation for the release.
- 2017-2018**
(Contract) **Sr. Business Analyst, Clarity PPM - PARKS & RESORTS TECHNOLOGY** **Orlando, FL**
- Subject matter expert on process rearchitecture. Involved in requirements, development and testing of new functionality to support project and portfolio management processes.
 - Created tools and reports that enabled the implementation and maintenance of resource time tracking, project financial tracking, and Clarity/SAP integration.
 - Worked closely with Digital, Finance, Vendor Management and Portfolio Management teams to rollout new processes.
- 2015-2017** **Manager, Project Controllers - PARKS & RESORTS TECHNOLOGY** **Orlando, FL**
- Led team of 15 Project Controllers monitoring spending, driving forecasts and managing budgets of technology initiatives that support the Disney Parks and Resorts worldwide.
 - Collaborated on annual planning and five-year planning for all Capital and Expense projects.
 - Worked closely with Finance, Vendor Management and Portfolio Management teams to implement monthly accruals of all vendor expenditures.
 - Managed consolidation of Expense forecasts for Capital projects across entire organization. Created template, negotiated timelines with partners and delivered \$18M forecast monthly.
 - Improved exchange of project data between Technology and Digital organizations, increasing visibility into past charges as well as future resourcing forecasts.
 - Changed approval flow of purchase orders in SAP, reducing rework and involving the appropriate stakeholders in the approval process.
- 2014-2015** **D'ÁRVORE COLD-PRESSED FOODS**
Operations Consultant, Process Improvement **SJC, Brazil**
- Redesigned and integrated ordering systems, reducing rework and speeding up delivery.
 - Streamlined cold-pressed juice production based on Lean Manufacturing. 21% cost reduction.

2013-2014

POLIEDRO EDUCATIONAL GROUP

Sr. Manager of Educational Technology

SJC, Brazil

- Managed 9-person team creating and maintaining educational content that support more than 55,000 students in 150 schools across Brazil.
- Implemented Project Management standards, tools and financial controls across departments.
- Led educational technology projects from planning through closing and maintenance:
 - P+ Adaptive Learning Mobile App (iOS and Android)
 - E-book platform for 400 school publications (Windows, iOS and Android)
 - Distance learning platform for live video classes (web based)

2012-2012

(Contract)

CITIZENS PROPERTY INSURANCE

Sr. IT Portfolio Manager

Tallahassee, FL

- Completely reconfigured Project and Portfolio Management tool (Daptiv) to standardize and simplify the collection of project data and financials. Built dozens of new IBM Cognos reports.
- Supported IT Governance processes for projects with annual budgets totaling \$72M.
- Provided training to more than 100 employees in Tallahassee, Jacksonville and Tampa.

2005-2012

2010-2012

THE WALT DISNEY COMPANY

Manager, Production Analysis - WDPRO & YELLOW SHOES

Celebration, FL

- Changed Project Management control processes that increased efficiency across WDPRO (Disney's internal online agency) and Yellow Shoes (Disney's internal advertising agency).
- Partnered with Finance to introduce new concepts of financial vs. production contingencies.
- Presented production and financial KPIs weekly to senior leadership with recommendations. This visibility enabled a 200% capacity growth in just two years with actual gains in efficiency.
- Implemented Daptiv PPM at Yellow Shoes. Carefully managed change process and provided training to more than 100 employees. Reached 100% compliance in 3 months.
- Hired top talent and supported career plans in the areas of analytics, database management, resource planning and change management.

2008-2009

Manager, Production - ADVANCED PROJECTS

Glendale, CA

- Project Managed websites, online games, mobile applications and SMS campaigns:
 - Disneyland & Disneyworld Mobile - Webby Award
 - American Idol Experience Website - Webby Award
 - The Great Piggy Bank Adventure - Addy, STAR, IMA & WebAward
 - The Muppet Experiment - Alternate Reality Game (R&D)
 - D23 Expo: The Ultimate Fan Experience - SMS Game (R&D)
 - Disney's California Adventure 2013 - Augmented Reality App, Android OS (R&D)
- Hired 5 Project Managers, standardized processes and established new financial controls.

2007-2008

Manager, Production Analysis - PARKS & RESORTS ONLINE

Glendale, CA

- Improved visibility and control into project portfolio through the implementation and customization of a new online tool: Daptiv PPM (with back-end IBM Cognos reporting).
- Managed organizational change and ensured 100% adoption in 6 months through careful process freezes, phased transitions and fine tuning of application for optimized process flows.
- Provided Project Managers with real-time project reporting. Led team of analysts through the engineering of a robust reporting package and Dashboard using Cognos and Excel.
- Consolidated monthly Production Forecast detailed into Capital vs. Expense, and performed capacity constraint calculations that drove strategic restructuring of project portfolio.

2006-2007

Sr. Production Analyst - PARKS & RESORTS ONLINE

Glendale, CA

- Developed applications in Excel with VBA programming and connected to Sharepoint to track financial performance of all WDPRO projects and operations.
- Redesigned the Production Forecast to enable visibility into production capacity and allow for easier manipulation of data and the development of multiple scenarios.
- Provided leadership with elaborate analysis of current resource utilization issues, capacity constraints, budget constraints and actual plans to mitigate the inefficiencies.
- Cast Excellence Award Recipient Q1 2007.

- 2005-2005
MBA Internship
- Production Assistant - ADVANCED PROJECTS** **North Hollywood, CA**
- Developed metrics dashboard to evaluate 2 new online games; Virtual Magic Kingdom and Buzz Lightyear Astro Blasters.
 - Monitored campaign conversions and analyzed customer behavior. Presented findings daily to Senior Leadership.
- 2005-2005
MBA Project
- BUSINESS AND INNOVATION CENTRE** **Sunderland, England**
Strategy Consultant, Big Ideas Programme
- Prepared database analyzing entrepreneurial education workshop organizations.
 - Presented roll out strategy to top executives and received approval from CEO.
- 1999-2004
- UNIVERSITY OF MICHIGAN BUSINESS SCHOOL** **São Paulo, Brazil**
Local Coordinator, Global MBA Program
- Created business structure through partnerships and careful vendor negotiations.
 - Provided guidance and support to world-renowned faculty in Brazil.
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- EDUCATION**
- UNIVERSITY OF MICHIGAN** **Ann Arbor, MI**
Stephen M. Ross School of Business
Master of Business Administration, May 2006
- Michigan Distinguished Leaders Award Scholarship.
 - Emphases in Strategy and Business Information Technology.
- UNIVERSIDADE MACKENZIE** **São Paulo, Brazil**
Bachelor of Business Administration, December 2002