

## **Robert Prestwood - PROFESSIONAL EXPERIENCE:**

### **SENIOR PROGRAM/PROJECT MANAGER w/ BADGER: Indianapolis, IN**

(40hr/wk)

(Oct 2021—Present)

Served as Program/Project manager for compliance software implementation. Supplied direct oversight for implementation of cameras and software in 1200 truck fleet. Developed “cradle to grave” process for on-boarding of new operators into the system, daily operation of the system by administrators, and metrics for tracking and reporting to DoT compliance.

- Developed and institute Communication and Change Management plan.
- Mapped all process flows in Visio.
- Created all test cases, test scenarios and test plan for UAT testing.
- Served as Test Lead for UAT testing
- Conducted weekly team and monthly steering committee meetings.
- Identified and assisted in development of training materials

### **SENIOR PROJECT MANAGER w/ Rolls Royce: Indianapolis, IN**

(40hr/wk)

(March 2021--June 2021)

Served as point person for US based Infrastructure projects for Rolls Royce. Coordinated firewall and hardware purchases, implementation and maintenance of security systems related to DoD procurement. Maintained budget for multiple projects using SAP and Clarizen tools. Managed multiple vendor relations and on-site implementation.

- Defined and lead large scale IT Infrastructure project proposals and plans.
- Executed the plan to deliver to the scope within budget and on time.
- Led discussions with Technical Architects, Engineers and Vendors.
- Provided oversight and direction to implementation team to ensure the deployment meets the project specs and requirements.
- Developed integration plans using multiple vendor products.
- Participated in and lead cross-functional team to develop solutions and to resolve issues.
- Acted as IT liaison with all business partners and vendors.

### **SENIOR PROJECT MANAGER w/ ANTHEM: Indianapolis, IN**

(40hr/wk)

(Oct 2019 – March 2021)

Handpicked to manage merger of testing between the Implementation Management Office and the Medicare Product Launch (MPL) division. Managed all Medicare testing for MPL group clients after merger. Restructured entire testing process for all 15 business areas. Headed teams to discover most efficient method for determining and creating needed test data for over 400k members. Assisted multiple enterprise SCRUM teams in assessing velocity and managing workloads. Played a key role in development of a new initiative to reduce/track testing and data creation costs.

- Developed testing data needs documents.
- Trained Project/Program managers on testing processes and procedures.
- Authored new end-to-end testing processes/procedures.
- Assisted in developing trouble shooting process to find data quality issues.

### **SENIOR INFRASTRUCTURE PROJECT MANAGER w/ Allison Transmission: Indianapolis, IN**

(40hr/wk)

(April 2019 – Aug 2019)

Serves as Senior Project Manager on critical company growth initiatives, infrastructure, Cyber Security, and new Enterprise Tool projects. Using established PMO practices and procedures, managing multiple phases, releases, and budgets in this space. Coordinates with cross discipline team members to gather project requirements, meet deadlines, and schedules.

- Develop project plans, work scope and requirements, and track milestones.
- Manages day-to-day project tasks and resources.

- Drives projects using infrastructures using vendor partners.
- Actively collaborate with technical project team members, assisting Business Analyst on gathering and documenting user stories and detailed system requirements.

### **BUSINESS PROJECT MANAGER w/ ANTHEM: Indianapolis, IN**

(40hr/wk)

(March 2018 – April 2019)

Involved in Medicare/Medicaid Quality Management in the IMO. Managed multiple projects of varying sizes and duration including large infrastructure projects from a global perspective that incorporates both the business and technical aspects of the project. Applied project management knowledge, skills, tools and techniques to project deliverables, processes, and systems. Coached and mentored project team members; mentored other project managers

- Developed requirement documents.
- Lead a team of project resources and SMEs through development and testing.
- Formulated resource, risk, quality, cost, and scope management plans.
- Authored project approval matrix.

### **SENIOR PROGRAM MANAGER w/ Department of Child Services, State of IN**

(40hr/wk)

(July 2017– Dec 2017)

Direct, implement, coordinate, and oversee major department wide IT infrastructure initiatives. Provide technical assistance and direct support to management staff in all matters relating to the application of planning system and management program. Work in the Department of Child services information technology division, performing PM and Scrum Master tasks. Manage and mentor junior PMs. Develop cradle to grave PMO practices and procedures.

- Managing multiple projects to convert legacy system to NVC format.
- Auditing Junior Project Manager projects for completeness and accuracy.
- Use ITILv3 practices to determine timelines and manage project workload.
- Formulates and defines project scope and objects, ensures communication of project goals and business direction to management.

### **SENIOR PROGRAM MANAGER w/ ONE AMERICA: Indianapolis, IN**

(40hr/wk)

(September 2016 – July 2017)

Developed and evaluated policies in assigned program areas, took necessary actions to achieve organizational objectives and future improvements. Navigated highly matrixed organization effectively with solid influencing skills necessary to manage fiduciary program and securities mandate by federal law. Sound business and technical acumen witnessed quickly; assigned 10 different programs after just two weeks with the company.

- Conducted assessment with mock and live studies identified, conducts follow-up, and assessment of negotiation metrics and user feedback.
- Ability to establish the organizational vision and implement it in a continuously changing environment.
- Developed change management & communications strategy to provide regular updates to key stakeholders.
- Identify potential audits; prepared fact sheets, document benefits, potential risks and required resources, coordinate and support report findings, and provided feedback to staff.
- Provided oversight of program initiatives to support company goals and objectives.

### **SENIOR PROGRAM MANAGER w/ LINCOLN FINANCIAL GROUP: Fort Wayne, IN**

(40hr/wk)

(April 2016 –September 2016)

With 17 years' experience and 3 years certified PMP, self-disciplined planner accomplishing goals and as well as directs the work of other Project Managers assigned to the project/program. Project Management efforts that result in the successful implementation of large and complex projects in the Enterprise Business Systems area: which covers B2B, Straight Thru Processing,

Infrastructure, Contact Center Desktop, HR, Law & Compliance, Procurement and Administrative Services applications.

- Plan, execute, and controlled projects through the project development lifecycle.
- Provided an inclusive workplace that fosters the development of others, facilitates cooperation and teamwork, and supports constructive resolution of conflicts.
- Resolved issues, proactively evaluated project activities, builds contingency plans, executes corrective actions and implements risk response plans to manage risk.
- Managed program/project scope, schedule and cost, following an established change management process.
- Assisted with project procurement activities requests for information, requests for proposal, contract negotiation.
- Managed several Infrastructure projects that included Cisco router updates.

### **SENIOR PROGRAM MANAGER w/ DOD OFFICE OF INSPECTOR GENERAL ELECTRONIC RECORDS MANAGEMENT PROGRAM: Washington DC**

(40hr/wk)

(November 2015 — April 2016)

Considerable experience collaborating within OIG and many external stakeholders such as DoD, other federal agencies, congressional staff, or the private sector. These contacts were made to coordinate work within OIG, conduct presentations addressing current issues, and present findings to DoD, private sector clients, or congressional staff. Supported office and operation functions, provided deliverable schedules, products, and documentation supporting the Electronic Records Management System (ERMS) PMO.

- Developed Records Management implementation project plan for new Information Systems COT product.
- Remedied flaws found in outdated Communication and Risk Management Plans.
- Successfully implemented ITIL v3.
- Supervised teams in complex reviews of DoD operations, programs, processes, and systems.
- Trained staff in ITIL Supplier Management, ITIL Service Level Management and ITIL Information Security Management practices.
- Delivered new system functionality using Agile/SCRUM.

### **SENIOR PROJECT MANAGER w/PUBLIC HEALTH DIVISION of the KENTUCKY CABINET**

(40hr/wk)

(April 2015 –November 2015)

Senior Program Manager working in the Kentucky Cabinet on \$129M IT automation project. Instituted Program/Project Management methodologies where there previously were none. Implemented external client-facing programs. Executed a resources allocation study to ensure projects and call center were adequately staffed. Implemented a new infrastructure communication system to be used in state wide call centers.

- Lead multi-functional team in conversion of old legacy system to CERNER
- Manages human, financial, and information resources strategically.
- Extensive experience leading and supervising project teams in an environment with staff shortages, unexpected turnover, unpredictable workload, and changes in priorities and business processes.
- Sought out to lead cooperative team environment and solve broad organizational issues among multiple state agencies implementing electronic health records, fostered customer to creative solutions for effective execution.
- Mastery in human resources and project management; streamlined processes and instituted Agile development principles to facilitate application builds.
- Developed and integrated innovative approaches to attain goals for all projects where they were previously void.

### **PMO SENIOR PROJECT MANAGER w/ HUMANA HEALTH CARE GROUP: Louisville, KY**

(40hr/wk)

(October 2014 – April 2015)

Senior Project Manager assisting in development of new Digital PMO. Responsible, directly or through subordinate supervisors, for organizing, planning, and directing the work of staff providing operational personnel services. Managing 10-12 Medicaid/Medicare projects at any given time from Pre-Development through and into Production.

- Initiated significant upgrades to online offerings including enhanced user interface and additional added features for Medicare and Medicaid product lines using Agile Management principles.
- Developed project timelines and task estimates templates that were adopted by the other project managers.
- Implemented strategies while building new Humana Digital PMO from the ground up.
- Managed 12-15 projects simultaneously from “cradle to grave” with budgets ranging from \$100K to \$2.5 million with a staff of 12-15 consisting of business analysts, designers, developers, and testers per project.

### **PROGRAM & PROJECT MANAGER w/ THE MCVEY COMPANY, INC: Falls Church, VA**

(50-60hr/wk)

(April 2007 – October 2014)

Acknowledged as a DoD Electronic Health Record Application Subject Matter Expert (SME).

Managed external client facing relationships. Directed and managed core human resources program functions in a customer-centric environment with responsibility for ensuring the optimum use of human capital in accordance with law, regulations, standards, policies and precedents of the Office of Personnel Management, DFAS, and the Department of Defense. Performs the full range of supervisory responsibilities to include planning and reviewing work, staffing the office, identifying training needs, implementing EEO policies, evaluating employees' performance, and carrying out disciplinary actions.

- Spearheaded the initiative to ensure availability of longitudinal medical health records for DoD beneficiaries and the global Military Health System (MHS).
- Originated a data quality resolution process that sped resolution time from 160 errors fixes a day to over 10,000 fixes using automated tools and strict business rules.
- Developed an integrated, evidence based medical record correction and tracking process integrating both Waterfall and Agile principles.
- Crafted and presented briefings to “C” level executives and senior level DoD officials.
- Managed \$12M budget and a staff of 42 consisting of Business Analysts, Developers, Architects and Testers.

### **EDUCATION**

MASTERS DEGREE'S:

BUSINESS ADMINISTRATION

HUMAN RESOURCES

**Strayer University**

June 2017

Jan 2011

### **PROFESSIONAL CERTIFICATIONS**

CSM Since 2017 – through SCRUM Alliance

PMP since 2013 - through Project Management Institute

ITIL v3, 2011

**AFFILIATION:** Alpha Chi National College Honor Society; Chapter 283