

Dynamic Client Success Leader, offering 10+ years of experience driving internal and external cross-functional collaboration to ensure client success, software value realization, and effective project delivery.

Serves as the Focal Point of the Client Team | lead collaborative efforts across departments to align stakeholder goals, drive project milestones, and ensure a seamless customer experience throughout the software lifecycle.

Certified Project Management Professional, with a track record of delivering high impact, high value projects by leveraging Agile, Waterfall, and hybrid methodologies; known for building strong stakeholder relationships and consistently driving business value.

SIGNATURE SKILLS		
Customer Success Management Client Engagement Strategy Stakeholder Relationships	Customer Support & Education Product/Service Implementations ERP Implementation Management	Strategic Project Management Fulfillment Customization Agile & Waterfall Methodologies

PROFESSIONAL EXPERIENCE

2023 to 2024, took a professional sabbatical to manage family health matters, during which the PMP certification was earned.

Pinellas County Transit Authority | Clearwater, FL

As a company, PSTA leverages electric vehicles, real-time data, and autonomous tech to deliver efficient, sustainable public transit.

Senior Data Analyst | April 2025 - Current

Oversee invoice data management across all transit service providers, leveraging advanced Excel tools to ensure accurate, clean, and standardized financial data for FDOT reporting. Drive process optimization through the creation of a unified invoicing template and development of a centralized data pipeline. Efforts have directly contributed to plans for establishing a new data operations department within PSTA.

Key Contributions:

- Led the design and implementation of a master Excel invoice template, standardizing submissions across all providers and reducing data inconsistencies by 95%.
- Developed automated workflows in Excel using pivot tables, formulas, and validation rules, reducing manual processing time by 60%.
- Cleaned and compiled provider data with 95% accuracy for FDOT funding reports, supporting over \$5M in annual transportation funding
- Established a centralized data repository that positioned the organization for future automation and scalability.
- Demonstrated strategic value that led to the planned creation of a dedicated data operations department within PSTA.

Oracle | Austin, TX

Oracle is a global leader in enterprise software and cloud computing solutions, delivering integrated technology systems that optimize businesses.

Customer Success Manager | March 2022 – March 2023

Spearheaded customer success initiatives for a portfolio of high-value enterprise clients leveraging Oracle Fusion ERP, managing \$47M in total account value. Served as a strategic partner, ensuring seamless product adoption, retention, and expansion through proactive relationship management and data-driven insights.

Key Contributions:

- Achieved 100% account retention in the first year, fostering long-term client relationships through personalized engagement and tailored success plans.
- Led strategic business reviews, providing data-backed process improvement recommendations that enhanced client efficiency and product utilization.
- Delivered customer satisfaction scores exceeding 90%, addressing escalations promptly and ensuring a seamless customer experience.
- Drove an 8–10% upsell per client, collaborating with sales teams to identify revenue growth opportunities within existing accounts.
- Developed and executed comprehensive customer success plans, aligning client objectives with Oracle’s product capabilities to maximize value realization.

Infocenter | Charlotte, NC

Infocenter is a technology consulting firm specializing in ServiceNow implementations, enterprise solutions, and managed services.

Program Manager | June 2021 – February 2022

Managed ServiceNow customization projects for enterprise clients, overseeing implementation, development, upgrades, and ongoing technical support. Led cross-functional teams of certified ServiceNow consultants using Agile methodologies to drive successful project outcomes, ensuring seamless execution and client satisfaction.

Key Contributions:

- Led five key client engagements, managing end-to-end ServiceNow customization projects with a focus on efficiency and value delivery.
- Spearheaded project planning, budget estimation, resource allocation, and risk assessment to ensure timely and successful implementations.
- Identified and addressed customer risks, concerns, and pain points, serving as a strategic liaison between clients and technical teams to refine product development.
- Consistently exceeded key performance indicators, including customization accuracy, time-to-delivery, and client satisfaction scores.

Infor Enterprise Software Company | New York, NY

Infor is a global enterprise software company that delivers cloud solutions to streamline business operations and drive digital transformation.

Senior Customer Success Manager | February 2020 – December 2020

Led customer success initiatives for cloud-based SaaS solutions, overseeing implementation, administration, support, and training to ensure seamless adoption and satisfaction. Acted as a strategic advisor, collaborating with business and technology stakeholders to optimize system deployments and maximize operational impact.

Key Contributions:

- Guided customers through technology product deployment and support lifecycles, fostering strong relationships and ensuring transparent communication.
- Specialized in evaluating customer operations to identify how cloud-based solutions could enhance business efficiency and performance.
- Assisted clients in implementing innovative applications for managing healthcare, distribution, manufacturing, human capital management, supply chain, and finance operations.
- Coordinated cross-functional teams, aligning project management, software implementation, and technical support efforts with customer objectives.
- Identified and mitigated customer risks and pain points, providing actionable feedback to product implementation teams to drive improvements.

Technical Project Manager | November 2015 – February 2020

Managed multiple enterprise cloud migration projects, overseeing the deployment of Infor CloudSuite SaaS solutions and transitioning customers from on-premises platforms. Led system implementation initiatives for high-profile clients, ensuring seamless integration, optimal performance, and long-term success.

Key Contributions:

- Led up to six concurrent projects for clients, including Children's Hospital of Chicago, New York-Presbyterian Hospital, Children's Hospital of Alabama, and the University of Pennsylvania.
- Directed full system delivery lifecycles, from requirements gathering and specification development to implementation and ongoing support.
- Spearheaded project planning, budgeting, resource allocation, and risk management to ensure timely and cost-effective execution.
- Managed and guided technical consultants through migration projects, ensuring deliverables met customer requirements and adhered to best practices.
- Oversaw migration of Oracle/AIX/DB2 platforms to Windows/SQL and led enterprise-wide adoption of Infor Cloudsuite solutions, modernizing infrastructure and streamlining operations.

NTT Data | Plano, TX

NTT Data is a global IT services provider offering consulting, digital transformation, cloud solutions, and managed services to help businesses.

Sr. Principal Consultant | March 2015 – November 2015

Provided end-to-end consulting, implementation, and support for Lawson AMS solutions, ensuring seamless deployment and ongoing client success. Engaged with enterprise clients to optimize solution adoption, enhance system performance, and streamline processes.

Key Contributions:

- Advised clients on product selection and system design and led implementation and support efforts for over 60 customer accounts, delivering high-quality consulting and strategic guidance.
- Managed all phases of solution deployment, offering training, technical support, and proactive client engagement to drive successful adoption.

EARLY CAREER: Senior Infor Administrator, Florida Hospital, 2014 - 2015, CIBER, 2012 - 2014, Velocity 2008 - 2012

CERTIFICATIONS

Project Management Professional (PMP) | Project Management Institute (PMI) | 2024

EDUCATION

Bachelor of Science (B.S.) Management Information Systems

University of South Florida | 2007

Associate of Arts (A.A.) Management Information Systems

Pasco-Hernando Community College | 2005