

MICHELE E. FRANCHI

123 Any Street | Anytown, NY 99999 | 555.555.1234 | mefranchi@anyemail.net

EXPERIENCED LEADER GUIDING MULTI-NATIONAL PROGRAMS FROM START TO FINISH

VP of Program Management candidate, combining 20+ years of program leadership with enterprise transformations in the US, Europe and Asia-Pacific. Seasoned MBA, with expertise in enterprise change management, executive communication, program strategy, and project governance. Specialized leadership in third-party vendor management and large-scale infrastructure solutions. Deep process knowledge of PMP, CMMi, and ISO 9000.

WORK EXPERIENCE

HCL America, Inc.

Director, Program Management
2008 – 2012

Technology services and consulting firm. 5th largest IT company in India; ranked in the top 50 globally. \$4.5 billion in revenue and 84,000 employees.

- Led implementation of large scale consumer and enterprise security products in US, Europe and Asia
- Designed organizational change control processes to improve project quality in the US, Europe and Asia
- Led cross-functional team of over 400 local and offshore software engineers, testers and technical writers
- Developed project management standards, processes and metrics for entire business unit
- Developed client-facing risk management strategy to reduce program threats to customer delivery
- Led the team to achieve CMMi Level 3 certification in 9 months; reducing defect rates by 43%
- Led monthly executive committee meetings with CEO, CFO and CTO
- Championed collaboration across the global team, increasing productivity by 25%
- Led global infrastructure outsourcing to Total Defense in 2012
- In spite of 85% staff reduction due to outsourcing, successfully transitioned product delivery

Computer Associates, Inc.

Director of Development
2006-2008

Global solutions provider that helps customers manage and secure complex IT environments. \$5 billion in revenue and 14,000 employees.

- Led custom development initiatives for Microsoft and the US Social Security Administration
- Led on-time design and delivery of Enterprise Threat Management products per requirements
- Led the enterprise effort to maintain multiple legacy versions in order to retain key customers and revenue
- Led enterprise development of customer-focused anti-virus solutions that reduced software updates by 75%
- Led the group's global outsourcing transition to HCL in 2008

Tekmark Global Solutions, Inc.

Project Manager

2005-2006

One of the largest owner-operated IT and Telecom services companies in the U.S., with customers worldwide. \$150 million in revenue and global data center presence with 19 locations.

- Led infrastructure implementation projects for Reuters Data Center from start to finish
- Led the change management processes for the entire environment, securing agreement from all stakeholders
- Maintained committed uptime of 99.5%
- Led procurement of racks, servers, routers & switches; scheduled installation with suppliers
- Led data center testing efforts to ensure successful customer delivery

Reuters America Inc.

Development Director

1995-2002

World's leading source of information for businesses and professionals in the areas of Finance & Risk, Legal & Tax. \$12.4 billion in revenue and 60,000 employees.

- Led evaluation and selection of global CRM for more than 3000 desktops
- Led implementation of CRM in US, Europe and Asia
- Redesigned tools for field service engineers, reducing resolution time by 25%
- Developed automated solution for escalation of critical system issues, reducing outage time by 15%
- Member of CRM vendor's product steering committee, providing input for future product roadmaps

Reuters America Inc.

Development Manager

1992-1995

- Developed requirements for third-party development of defect tracking system
- Led RFP process for the selection of a development vendor
- Led a team of engineers and testers in development of an internal ticket logging solution

EDUCATION

Masters of Business Administration

Adelphi University

Garden City, NY

B.S. Computer Science and Mathematics

Long Island University

Brookville, NY