

MICHELE E FRANCHI

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PROFILE

Senior Program Manager with extensive experience in large scale technical program management focused on delivering leading-edge software products and services for Information Technology consumer and enterprise markets. Accomplished at implementing industry-standard processes and driving capability maturity certification within a global organization with an emphasis on balancing quality, cost and schedule in order to exceed customer expectations.

KEY AREAS OF EXPERTISE

- Lead large, diverse and dynamic cross-functional teams of onshore and offshore resources in the delivery of complex, multi-disciplinary projects from business development to final delivery.
- Effectively develop relationships with key stakeholders and C- level executives, both internal and external, building credibility and maintaining program communication.
- Establish and maintain program management processes, setting project quality and performance standards, identifying and managing program issues, and assessing and managing risk across multiple projects.
- Initiate and manage partner and third party vendor relationships and expectations, through negotiation and partnering, with primary accountability for budget and resource allocation.
- Develop and manage the communication of program objectives, status, risks and issues to internal and external stakeholders including status reports, management dashboards and project metrics.
- Build and lead high performance teams comprised of employees and consultants from multiple vendors.
- Expertise in the use of program and project management techniques and tools.

PROFESSIONAL EXPERIENCE

Total Defense, Inc. (formerly a division of CA Technologies), Hauppauge, NY

Director, Program Management

July, 2012-November, 2012

Direct the implementation of large scale, complex programs to deliver Consumer and Enterprise Internet Security products utilizing both internal and external resources.

- Managed delivery of new enterprise product release through transition with new QA and Support teams, highlighting risks and issues to C-level management, ensuring customer satisfaction and retention.
- Initiated research and selection of Quality Assurance Test Case Management tool, integrating with existing Defect Management System facilitating communication and collaboration across the team, increasing productivity by 25% and reducing project costs by over \$20K/year.
- Provided advice to Product Management regarding technical options to meet business goals; worked with PM to maintain the prioritization of features in product roadmaps.

HCL America Inc. (revenue sharing venture with CA Technologies), Hauppauge, NY

Director, Program Management

March, 2008-June, 2012

Led large (400+) cross-functional teams of onshore and offshore Software Engineers, Testing Engineers, Technical Writers, Localization staff and Support Engineers in the implementation of Consumer and Enterprise Internet Security products.

- Defined project success utilizing pre-defined criteria and metrics; developed and implemented Development and QA dashboard, including bug counts, test case execution rates, issues and risks, allowing senior management to readily gauge status of programs.
- Achieved CMMi Level 3 certification across Development and QA over the course of 9 months, reducing defect rates by 43% and increasing on time delivery.
- Defined and executed risk management strategy, assessing and managing risks across multiple projects, implementing mitigation plans, substantially reducing project costs.
- Significantly reduced scope creep and risk by instituting change control process for issues that impact project quality, schedule or budget, documenting change requests, securing approval for changes and documenting approved changes in accordance with project governance.
- Conducted steering committee meetings with executive and senior management to communicate high-level project status, obtain critical decisions and guidance, and ensure continuous organizational commitment.
- Defined and developed business unit-wide program management practices, governance standards, processes and metrics.

CA, Inc., Islandia, NY

Development Director

2006-2008

Directed a team of software engineers in the development, maintenance and support of enterprise-level internet security products.

- Managed software engineers in the design and development of Enterprise Threat Management products per requirements, ensuring deliverables were on schedule and adhered to corporate quality standards.
- Directed a team of engineers in the maintenance and support of Enterprise Threat Management products, liaising with Quality Assurance, Product Management, Customer Support, Technical Publications and Field Service to ensure customers' issues were addressed and solutions provided to their satisfaction in a timely manner.

Tekmark Global Solutions, Inc., Edison, NJ

Project Manager

2005-2006

- Planned and executed infrastructure technology implementation projects for Reuters Data Center, through all project phases, with teams based in multiple locations.
- Managed the change control process, gaining agreement for revisions to the project from stakeholders, ensuring full impact of significant changes was understood.

Reuters America Inc., Hauppauge, NY

Development Director

1995-2002

Led 10-member cross-functional team of business analysts, developers, implementation specialists, quality assurance analysts and technical support specialists across 2 continents in the customization and implementation of CRM and Problem Management solutions that supported global user base of 3,000+.

- Delivered Customer Relationship Management system for Call Center on schedule, to budget and with a high level of customer satisfaction by interfacing frequently with business sponsors and key stakeholders to gather requirements, set priorities, report status, and manage expectations.
- Executed project to develop web-based logging tool for field service engineers to escalate issues, resulting in increased efficiency of 20% and reduction in problem resolution times.
- Participated on CRM vendor's product steering committee, providing input for product roadmap.

EDUCATION

M.B.A. with concentration in Finance, Adelphi University, Garden City, NY

B.S. Computer Science and Mathematics, Long Island University, Brookville, NY