

# MONICA ISRAELS

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## IT PROJECT MANAGER

Full-Cycle Project Management | Strategic Planning | Scope & Requirements Definition | Change Management  
Resource Management | Estimation & Budgeting | Earned Value Management & Reporting | Scheduling

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**Buffer between client and business needs:** Repeatedly bridge the gap to meet objectives of dynamic, cost-efficient, and high-impact technical projects in private and public sectors.

**Director of project lifecycles from initiation to closing:** Plan and monitor scope, schedule, and cost and maintain stakeholder engagement through communications and meetings.

**Pilot for continuous improvement:** Create systems to automate change management, increase communications efficiency, improve reporting, and identify and mitigate risk exposure.

## CORE COMPETENCIES

**Communications:** Stakeholder Engagement / Expectation Management / Negotiation / Conflict Management

**Project Controls:** Risk Identification, Assessment, & Response Planning / Variance Analysis / Quality Assurance

**Projects:** Web Application Development / IT / Customer Relationship Management (CRM) Systems

## PROFESSIONAL EXPERIENCE

LOGRHYTHM, Boulder, CO

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### IT/IS Project Manager, 2014-Present

Coordinate internal customers and external vendors to find and build technology solutions to meet requirements.

**Work on smaller, infrastructure projects as well as large, interdepartmental projects, including coordination and management of vendors working externally and on site.**

- Coordinated companywide efforts to design and deploy their first SharePoint Intranet for internal collaboration.
- Worked with Sales and Marketing to develop Salesforce Community portal to allow for greater channel adoption.
- Developed and managed plan for expansion into new building and move of 200 employees.

URBAN LENDING SOLUTIONS, Broomfield, CO

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### Project Manager, 2014

Worked with clients to manage mortgage and financial services projects for Operational Services.

**Coordinated acquisition of new buildings and 400 new staff in California and Michigan, including work with employee onboarding, technology infrastructure, and alignment with current company strategy.**

GLOWBALL SOLUTIONS, Westminster, CO

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### IT Project Manager, 2006–Present / Senior Web Developer, 1998–2006

Consult with vendors and negotiate contracts for IT, software development, and Web development projects. Work with technical subject-matter experts (SMEs), IT Directors, office managers, and database administrators to prioritize, develop budgets, compile requirements, and schedule projects to meet needs for changing leaders and processes.

**Brought in by Bureau of Reclamation (BOR) to move projects forward by introducing plans and integrating technologies to minimize downtime, reduce waste in time and resources, and demonstrate ROI.**

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**Challenge:** Scale database-driven, Web-based proposal application, address security flaws, and improve functionality for 1,500 users by leading redesign and development project for BOR research and development (R&D) office.

- Created project charter that included the statement of work, project assumptions, high-level schedule, and budget.
- Developed work breakdown structure (WBS) and communication/risk/stakeholder management plans.
- Wrote acceptance testing procedures and end-user training documentation to integrate system in operations.

**Challenge:** Customize RightNow Technologies CRM to provide comprehensive knowledge base for R&D office.

- Adapted project scope to abandon CRM and develop content management system (CMS) in house.
- Delivered solution to meet requirements within schedule and budget, attaining high end-user satisfaction.

**Challenge:** Steer communication and information systems coordinator and office team in Web development project.

- Leveraged lessons learned in previous projects to enable rapid pace of project iterations that met requirements.
- Crafted project charter with high-level statement of work and plans for each iteration.

MAXTOR CORPORATION, Longmont, CO

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## Senior Web Developer, 2002–2004

Standardized XML schemas to move data between applications. Worked with WebMethods to share Internet data;

**Moved HTML site to Atomz CMS by directing template design, completing architecture, upgrading to Vignette CMS, and syndicating data across Web properties to reduce redundancy and increase scalability.**

- Customized SharePoint Team Services, improved project communications and automated change management.
- Created customizations in the CDC (Pivotal) MarketFirst environment for marketing automation.

EXABYTE CORPORATION, Boulder, CO

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## Acting Project Manager / Senior Web Developer, 2000–2002

Served as project manager for development of Internet site using ColdFusion and Oracle, managing exceptions and errors. Initiated and developed personalization for users, tracked visitors, and reported to company management.

**Transformed website from a few pages to complete site with marketing and support functionality by determining requirements with marketing and support departments and maintaining communications plan.**

- Coordinated internal departments to create new website that addressed internal and external customer needs.
- Trained others to use ColdFusion, understand relational databases, and write SQL queries.

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## EDUCATION, CERTIFICATIONS, HONORS, & AWARDS

Keller Graduate School of Management

**Master of Project Management, 2013**

University of Colorado

**Bachelor of Arts, Psychology and Women's Studies, 1989 | Bachelor of Science, Chemistry, 1995**

Project Management Professional (PMP), Project Management Institute (PMI) license 1673089 (2013)

Inductee, Sigma Beta Delta International Honor Society for Business, Management, & Administration (2013–Present)

Toastmaster of the Year (2012–2013)