
ELISE HUDSON, MPA, PMP, CSM

PMO LEADER - IT PROJECT, PROGRAM, AND RESOURCE MANAGEMENT

Passionate IT Senior Manager/Director with over 20+ years IT experience in government, private business, education, and NGO environments. Experience designing and executing portfolio, program, and project methodologies utilizing a variety of standards (PMBOK, PRINCE2, MSF, Agile/Scrum, Iterative, Hybrid, Six Sigma). Driven leader of teams in global, virtual, and harsh climate environments (across 6 continents - including Antarctica). Keen understanding of IT portfolio prioritization, resource capacity and demand, workforce management, and planning strategies for a wide range of organization sizes and types. Variety of technology experiences including infrastructure, application development, satellite communications, and R&D environments. Focused on delivering business value, stakeholder cooperation, and implementing strategic goals.

PROFESSIONAL EXPERIENCE

Senior Program & Project Manager

BMI ♦ Nashville, TN

Aug 2014 – Oct 2015

Led team revision of PMO processes in hybrid scrum/waterfall environment. Managed large enterprise application projects and programs for music industry performing rights organization. Responsible for managing full project lifecycle from project request and business case through initiation, planning, executing, monitoring & controlling, and close. Presented project status and change requests for Senior C-Level executives, coordinated with senior level business stakeholders, organized and led technical teams through successful delivery.

- Managed #1 Priority Project for Company – Television Per Program (TVPP) Implementation – Over \$3MM
- Piloted revised PMO and project lifecycle processes with TVPP project
- Managed Portfolio Project Management (PPM) Software Tool vendor selection & implementation project
- Successfully delivered major Online Works Registration Project (OWR) v2 project 2 months early, within budget
- Ran weekly ISG Project Status Meetings & ISG Project Financial Update Meetings
- Mentored/Trained new Project Managers
- Chaired search committee for new Project Managers at BMI, including multiple contractor/vendor engagements

Senior Manager, IT Project Management Center of Excellence

Asurion ♦ Nashville, TN

Jun 2014 – Aug 2014

Led enterprise global project governance and best practices team. Created standards for Asurion IT project, program, and portfolio managers to follow. Coordinated inter-departmental collaboration of process across IT Strategy, SDLC/Agile, Pipeline, & Resource Management groups to improve project success rates.

- Designed Project Management Methodology and Best Practices globally (Asia, Australia, Europe, & US)
- Coordinated Enterprise PM COE Steering Committee
- CA Clarity PPM Tool Product Owner
- Trained Project, Program, and Portfolio Managers
- Identified, Evaluates, and Improves At-Risk Projects
- Provided Enterprise Project Reporting and Consulting for CIO and IT Vice Presidents

Acting Director, IT Workforce Management

Senior Manager, IT Workforce Management

Asurion ♦ Nashville, TN

Jan 2014 – Jun 2014

Jan 2013 – Jun 2014

Managed resource capacity and demand for IT enterprise for both waterfall and agile/scrum teams. Led strategic resource planning for over 3,000 IT resources on four continents. Worked as part of the enterprise PMO team to coach

project and resource managers on resource plans, use of Clarity PPM, and project best practices. Directly managed a team that provides internal consulting to all IT divisions on resource utilization and staffing.

- Led Workforce Management (WFM) Team for IT
- Managed internal projects for CA Clarity PPM Resource Management Tool implementation across enterprise
- WFM Projects in 2013 reduced over \$8 million in IT labor costs due to increased resource efficiency and planning (with same headcount levels)
- Led meetings weekly with key business leaders (VP level) across Asurion to prioritize projects and resources based on capacity/demand models
- Shared responsibilities with PMO Governance, Methodology, and Finance teams to determine best practices for Asurion IT project management
- Assisted in transition from Planview to CA Clarity (NEW acquisition)
- Provided training for project managers, resource managers, and resources on project best practices, resource planning, and project cost management

IT Project Manager
Asurion ♦ Nashville, TN

Dec 2011 –Jan 2013

Managed high-profile infrastructure projects/portfolios for a large international wireless protection company in a centralized IT PMO. Drove domestic and international teams to successfully deliver projects with high quality, meet key performance indicators (KPI's), in scope, on time, within budget, and with high client satisfaction ratings. Led complex coordination of projects with internal and external clients based on 99.9% and 99.99% availability SLA's (ITIL based methodologies).

- Managed projects with budgets up to \$8 million
- PMI (PMBOK), Agile/Scrum, and Microsoft Solutions Framework (MSF) based methodologies
- Utilized MS Project 2007/2010, Clarity v12.x and v13.x
- Worked with Sponsors & team to create project documentation and identify/mitigate risks & issues
- Led International/Virtual Teams in multiple countries on 3 continents
- High-Profile Projects for new clients and internal Availability Portfolio (based on ITIL standards)

Independent Project Management/Consulting
Self ♦ Denver, CO/Nashville, TN

May 2007 – Nov 2011

Project-specific consulting for a variety of companies and organizations. Services include end-to-end project management, project planning for evaluation/implementation of solutions, business analysis, communications planning, technical writing and process development, and event management using PMBOK methodology. Key projects included:

- ♦ Webpage Design & Vendor Management
- ♦ Technical Research Projects for National Non-Profits
- ♦ Large Event Management (2,500+ attendees with high profile US Elected Officials)
- ♦ Clients included National Coalition Against Domestic Violence (NCADV), University of Colorado Denver (UCD), A Large National Political Action Committee, Hudson Fire Apparatus, and others

Special Projects Coordinator and Legislative Aide for Rep. Jerry Frangas
Colorado State Legislature ♦ Denver, CO

Dec 2009- May 2010

Served as special projects manager, office manager, and legislative researcher. Supervised 1-10 volunteers and interns during session.

- Served as Project Manager for Colorado House Bill 10-1021, which was enacted Jan. 1, 2010. Law is expected to significantly reduce incidence and cost of maternity and women's health issues in Colorado by up to 20%.
- Implemented new constituent contact database & processes

Project Manager/Consultant – IT Security
Stevens Technologies ♦ Charlotte, NC (via Denver)

Jan 2007 – May 2007

- Delivered internal and external IT/Security projects with a 100% virtual team consisting of 9 direct reports located across the US
- ♦ Led highly visible projects with NASA and NOAA for internal security auditing and preparation for US Inspector General (IG) audit for National Institutes of Standards and Technology (NIST) compliance
- ♦ Managed project documentation, schedule, risks, and issues
- ♦ Implemented first formal project process with owner of company
- ♦ Standardized project methodology for federal government agency clients (NIST audits)
- ♦ Authored first IT Strategic Plan for Stevens Technologies, Co-authored several HR Processes
- ♦ Coordinated incoming work/demand with team capacity

Project Specialist – IT
Raytheon Polar Services Company/U.S. Antarctic Program ♦ Centennial, CO

Dec 2002 – May 2006

- ♦ Managed portfolio of all IT projects and led IT Governance
- ♦ Responsible for IT Project Management Process implementation
- ♦ Served on IT Change Management Board
- ♦ Co-authored first formal process for annual IT Division Budget, Strategic, and Long-Range Planning
- ♦ Co-authored IT Division's first formal Project Management process utilizing PMBOK, waterfall, gate, iterative, CMM, and prototype methodologies. ISO 9001 compliant. Served as founding member of Enterprise PMO, which was based on IT PMO structure and processes.
- ♦ Managed IT Implementation of Primavera P3e/c 4.0 & Processes
- ♦ Completed Raytheon Six Sigma Certification
- ♦ Saved RPSC over \$0.75 million annually, streamlined administration of Iridium satellite telephone usage for NSF Grantees, and increased NSF Grantee satisfaction of service through Iridium Satellite Telephone/SIM Card Project

Served as Communications Shop Project Manager for 2004-2005 Season at McMurdo Station, Antarctica

- Managed distribution of all communications equipment to over 90 NSF grantee projects in the Antarctic field throughout season (team of 6 technicians and one supervisor)
- Increased NSF grantee customer service satisfaction (NSF Metric) to 90% from 50% from previous season
- Increased informal customer service ratings and positive feedback for internal RPSC clients at McMurdo Station

Technical Projects Coordinator
Data Connect Corporation ♦ Parker, CO

May 2002 – Sep 2002

- Managed client projects for document management solutions from post-sales to completion
- Utilized iterative agile-hybrid project management cycle with client feedback inputs for custom software
- Implemented first formal project management process

MIS Engineer
Red Robin Gourmet Burgers ♦ Greenwood Village, CO

Oct 1999 – May 2002

- Tier 1, 2, & 3 Support of over 200 corporate employees
- ♦ Led asset management, IT Training, and Documentation Efforts

- ◆ Successfully delivered projects for enterprise helpdesk solution (HP OpenView/Service Desk), key lifecycle equipment replacements, document management solution, and Copy/Fax/Scanning solution

Arapahoe County Government – IT Department ◆ Littleton, CO	Jan 1999 – Oct 1999
RHI/Manpower/Other Consulting ◆ Nashville, TN	Oct 1998 – Dec 1998
University of Memphis - IT Department/Honors Department ◆ Memphis, TN	Aug 1993 – Sep 1998

EDUCATION & CERTIFICATION

Master of Public Administration (MPA) - University of Colorado Denver ◆ Denver, CO	May 2011
Summa cum laude (3.95 GPA), Outstanding MPA Student - Spring 2011, Golden Key Honors Society, <i>ΠAA</i>	
Bachelors of Liberal Arts (BLS) - The University of Memphis ◆ Memphis, TN	Aug 1998
Magna cum laude (3.4 GPA), University Honors Program, Undergraduate Research Scholar	
Project Management Professional (PMP) Certification (#417311)	Jun 2006 Exp. Jun 2019
Certified Scrum Master (CSM) Certification (#000293800)	Nov 2013 Exp. Nov 2017
Raytheon Six Sigma Specialist	Sep 2003
The Evolving PMO: Governance, Portfolio Management, Resource Optimization, and Performance Management, PMI SeminarsWorld ◆ Orlando, FL	Oct 2015

AFFILIATIONS/VOLUNTEER ACTIVITY

Project Management Institute (PMI), Nashville Chapter	
Vice-President - Marketing, PMI Nashville Board	2014
Vice-President - Administration, PMI Nashville Board	2012-2013
Director - Event Management, Professional Development and Education	2011
Women in Technology of Tennessee (WITTN) - Member	2012-current
National Association of Professional Women – Member	2013-2014
Cambridge Who's Who - Member	2010-2011

SPEAKING ENGAGEMENTS/PUBLICATIONS

“Translating Agile for the PMBOK Mind,” PMI Nashville Luncheon Keynote Millennium Maxwell House Grand Ballroom ◆ Nashville, TN	June 17, 2014
“Translating Agile for the PMBOK Mind,” PMI Nashville Symposium Break Out Session Music City Center Convention Hall ◆ Nashville, TN	April 18, 2014