

ELISE HUDSON
MPA, PMP, CSP-SM, CSM, TOGAF

IT LEADER – PORTFOLIO, PROJECT, AGILE, QA, AND BUSINESS ANALYST MANAGEMENT

- IT Leader with 8+ years direct management of teams with 3-30 people (PM, BA, QA, DEV, Finance, HR, WFM)
 - Multiple industries: Healthcare, Insurance, IT, Security, Government, Government, Education, & NGOs
 - Global experience supporting locations across 6 continents and dozens of countries including Antarctica
 - Standards and methodologies used include PMI/PMBOK, PRINCE2, TOGAF, MSF, Agile/Scrum, Kanban, Iterative, Hybrid SDLC, Six Sigma, ITIL, ISO 9001, SOX, HIPAA
 - 27+ yrs experience in IT - Application Development/SDLC, Infrastructure, HRIS, Security, Satellite Communications, Research & Development/Proof of Concept, Support/Ops & Direct Customer/Client Engagements
 - Focus on Delivering Business Value, Cost Savings, Stakeholder Satisfaction, Collaborative Teambuilding, establishing Transparent Reporting, Meaningful Metrics, and realization of Strategic Goals
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PROFESSIONAL EXPERIENCE



Trust Program Manager (Consultant via Newpoint Resources)
Miro ♦ Amsterdam, NE & San Francisco, CA

Oct 2020 – current

Responsibilities: Establish Trust PMO, lead strategic project/program efforts for implementation of tools related to Trust/Security maturity for SOC2, ISO27001, and other compliance organizations.

Accomplishments:

- Data Sovereignty Project – GDPR Compliance in midst of EU Data Shield ruling
- Data Loss Prevention
- Single Sign-On & Multi-Factor Authentication
- Anti-Virus
- Establish Enterprise Security Steering Committee



IT Project Management Office (PMO) Director
Acadia Healthcare ♦ Franklin, TN

Mar 2019 – Mar 2020

Responsibilities: Established IT PMO where none existed before utilizing a combination of waterfall and iterative/agile project methodologies. Worked with IT management and C-level leaders to build a PMO maturity plan for the next 3 years. Managed IT Project Managers and Coordinators.

Accomplishments:

- Responsible for all IT program, project, and quality processes for all IT portfolio (150+ concurrent projects)
- Created cross-department policies and procedures for tracking IT project scope, schedule, costs, and risks
- Successfully implemented metrics for tracking portfolio valued at over \$30mm
- Established project status reviews with project prioritization with multiple division leaders across the US
- Eliminated duplicate/wasteful processes and meetings (saving mgmt. team 6 hours per week in meetings)
- Managed project to select and implement enterprise PPM tool
- Managed project for enterprise HRIS RFP and selection
- Position eliminated due to COVID-19 Outbreak and Elimination of IT PMO



President and Founder
Whites Creek Vintage & Antiques ♦ Whites Creek, TN

Jun 2018 – Mar 2019

Responsibilities: Founded small online business via Etsy. Primarily established to liquidate Hudson family estate furniture, clothing, and decor dated from 1880 to 1980. Returned to work after specific goals were accomplished.



Project Management Office (PMO) Manager – IT Shared Services Team
 Nashville Electric Service ♦ Nashville, TN

Apr 2017 – Aug 2018

Responsibilities: Established and directed team of 12 Project Managers, Business Analysts, and Quality Assurance Analysts for NES IT Shared Services Team. Implemented waterfall and iterative project methodologies across multiple teams and projects. Established project prioritization and quality processes with IT and C-level leaders with quantitative metrics for demonstrating success. Coordinated cross-department policies and procedures for tracking IT projects, application support, resource management, and change management tools utilizing PMI, BABOK, ITIL, and TOGAF standards.

Accomplishments:

- Realized over \$1.5MM in savings by assessing recommended Application Lifecycle Management (ALM) tools and utilizing existing software (Microsoft TFS) instead of procuring new tools
- Responsible for all IT program, project, and quality processes for the Oracle ERP implementation project which will span 5 years with a budget of \$30MM+
- Established business analysis and requirements processes and signoff with stakeholders on high visibility efforts such as Community Solar and Customer Bill Payment (Kubra/Fiserve)
- Implemented inaugural automation testing processes and assets at NES utilizing Selenium and Coded UI with Microsoft TFS/Visual Studio/Test Manager
- Developed enterprise project and quality metrics and reporting that drives quantifiable alignment to strategy and reduction in support costs (including project status reports and defect leakage from QA to PROD environments)
- Enabled Desktop/Helpdesk and App Support teams to improve quality techniques for ongoing post-production environments during both warranty and operation states through Service Now and process changes
- Introduced first cross-team root cause analysis processes for major incidents/problems and began new regression testing efforts for application and server update/patching cycles
- Manager of Human Resources Applications Development Team (Interim), supporting Peoplesoft and Taleo



North America Quality Assurance Manager – QA/Service Management Team
 Willis Towers Watson ♦ Nashville, TN

Mar 2016 – Nov 2016

Responsibilities: Managed 30+ Quality Assurance (QA) Leads and Testers onshore and offshore (Mumbai) for all North America IT projects. Established core standards, metrics, processes, and best practices for the North America delivery team) including departmental budget management of over \$7 million. Facilitated offshore vendor relationship management for QA group. Developed strategic approach to functional, automated, and performance testing to ensure projects provide the intended value and meet approved requirements.

Accomplishments:

- Led committee to implement Iterative Development Model (IDM) at WTW for project and support work
- Built business analysis/product owner backlog templates, tools, and processes in conjunction with PMO, BA, and Service Management groups to focus on delivery of quality technology solutions
- Introduced test automation as a solution to extensive test execution timelines
- Managed global upgrade of HP Quality Center, UFT, PFT tools and contract renegotiations
- Coordinated with Service Management team to mature processes within Service Now for change management, incident root cause analysis, and testing of application and server updates/patches



Senior Program Manager
 BMI ♦ Nashville, TN

Aug 2014 – Oct 2015

Responsibilities: Led PMO process rejuvenation in hybrid scrum/waterfall environment. Managed large enterprise application programs for music industry performing rights organization. Responsible for full project lifecycle from project request and business case through initiation, planning, executing, monitoring/controlling, and close.


asurion  Senior Manager, IT Project Management Center of Excellence
Asurion ♦ Nashville, TN

Jun 2014 – Aug 2014

Responsibilities: Directed 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.

Accomplishments:

- Designed Project Management Methodology and Best Practices globally (Asia, Australia, Europe, & US)
- Coordinated Project Prioritization with Business Units
- 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

asurion  Acting Director, IT Workforce Management
Senior Manager, IT Workforce Management
Asurion ♦ Nashville, TN


Jan 2014 – Jun 2014

Jan 2013 – Jan 2014

Responsibilities: 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 4 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.

Accomplishments:

- Led newly formed Workforce Management (WFM) Team for IT comprised of resources from IT, HR, Finance, Analytics/Reporting, and Procurement
- Assisted with transition from Peoplesoft to Workday HRIS Enterprise System
- 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

asurion  Project Manager
Asurion ♦ Nashville, TN

Dec 2011 – Jan 2013

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

May 2006 – Nov 2011

- Business, Security, Government, Education Clients



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







Dec 2002 – May 2006

Raytheon


Accomplishments:

- Portfolio processes and governance of IT projects and IT Governance efforts including IT Project Management Process globally (US, New Zealand, Chile, Antarctica)
- Managed IT Implementation of Primavera P3e/c 4.0 Processes & Resource Management
- Saved USAP over \$0.75 million annually by streamlined admin of Iridium satellite telephone usage
- Served as Communications Shop Project Manager for 2004-2005 Season at McMurdo Station, Antarctica

EDUCATION & CERTIFICATIONS

	Master of Public Administration (MPA) - University of Colorado Denver ♦ Denver, CO May 2011	
	♦ Summa cum laude (3.95 GPA), Outstanding MPA Student, Golden Key, <i>IIAA</i>	
	Bachelors of Liberal Arts (BLS) - The University of Memphis ♦ Memphis, TN Aug 1998	
	♦ Magna cum laude (3.4 GPA), Honors Program, Golden Key, Undergraduate Research Scholar	
	Project Management Professional (PMP) Jun 2006	
	♦ Certification #417311	Exp. Jun 2022
	Certified Scrum Professional (CSP-SM) and Certified Scrum Master (CSM) Aug 2016	
	♦ Certification #000293800	Exp. Aug 2022
	TOGAF 9.1 Certified Jun 2018	
	♦ Certification #127566	
	Raytheon Six Sigma Specialist Sep 2003	

AFFILIATIONS/VOLUNTEER ACTIVITY

	Project Management Institute (PMI), Nashville Chapter	
	President – Elect	2020-current
	Vice-President of Finance	2019
	PM Mentor	2017
	Symposium Lead Volunteer	2016
	Vice-President - Marketing, PMI Nashville Board	2014
	Vice-President - Administration, PMI Nashville Board	2012-2013
	Director - Event Management, Professional Development and Education	2011
	Nashville PMO Leaders Group (Founder)	2018-current

SPEAKING ENGAGEMENTS/PUBLICATIONS

“Project Management in Antarctica”, PMI Nashville August Luncheon ♦ Nashville, TN	August 11, 2020
“Ensuring Quality Project Delivery – The QA/Project Relationship,” <i>PMI Nashville Symposium</i> Music City Center ♦ Nashville, TN	April 25, 2018
“Agile QA Top to Bottom: The Practices That Really Make It Work,” <i>121 Agile Testing & Test Automation Day</i> , DeVry University ♦ Nashville, TN	April 25, 2018
“QA – The Red-Headed Stepchild of Agile Processes,” <i>Music City Agile</i> Vanderbilt University ♦ Nashville, TN	May 31, 2017
“Translating Agile for the PMBOK Mind,” <i>PMI Nashville Symposium</i> Music City Center ♦ Nashville, TN	April 18, 2014