

Robert Sullivan,  
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**OVERVIEW:** A results-driven and accomplished IT Project Manager with 16+ years' of experience in functional and technical project management and business analysis. A proven track record of taking large-scale software projects from ideation to completion with excellence. I am highly organized and possess excellent working knowledge of various IT project management frameworks and processes. I enjoy collaborative software development and working with teams and clients. I am a certified PMP and Scrum Master who can effectively implement procedures following PMP processes or Agile Scrum. My career is built upon applying a hard-earned pragmatic approach, straight forward communication and servant leadership.

#### TECHNICAL SKILLS:

- Salesforce CRM (Cert. Admin)
- Web Dev, Full-Stack
- JIRA/Confluence
- HTML/CSS/JavaScript
- Content Management (CMS)
- Google Analytics/Search Console
- Microsoft Visio/Draw.io
- Smartsheet/Microsoft Project

#### KEY STRENGTHS

- Conception
- Competitive Analysis
- Leadership
- Scope Management
- Localization
- Vendor Management
- Scrum Master
- Release Planning
- Agile and Waterfall
- SDLC
- Risk Management
- Change Management

#### DOMAIN KNOWLEDGE

- Web Applications
- SaaS
- Sales
- ECommerce
- CRM
- CMS
- HRIS
- Healthcare
- Transportation

#### EDUCATION/AFFILIATIONS

- Project Management Professional (PMP)
- Certified ScrumMaster (Agile software development)
- Certified Product Owner (Agile software development)
- Salesforce Certified Administrator (2018)
- California State University Northridge - B.A. English

## EXPERIENCE

### Sr. IT Project Manager | Cydcor

1/2014 – present

Cydcor is the largest provider of outsourced sales services in North America and is recognized as the most trusted name in customer acquisition, serving FORTUNE 500® and emerging companies. 2018 gross income was reported in excess of \$285M.

- Major contributor to initial **Salesforce CRM** implementation and other related applications and systems
- Primary project lead for a turn-key order placement tool and order management solution that **increased overall sales by 30%**.
- Developed accurate work estimates, project budgets and timelines.
- Facilitate daily **SCRUM**, weekly grooming, sprint planning, showcase meetings and retrospectives
- Reports transparent and detailed updates on accomplished and pending milestones to stakeholders
- Analyze CRM related business requirements, processes and workflows.
- Exercise required controls and propose improvements as required, including issues and action logs, risk management plans and change control plans.
- Ensure that business and assignment risks are identified, monitored and managed to achieve minimal disruption to the project delivery and success.
- Manage 2 development teams each comprised of Product Owner, Business System Analyst, Technical Architect (design/integration), APEX/Visual Force, SOQL developers (3), QA Engineer (test cases), Learning & Development representative, and Dev Operations representative.

### Sr. IT Project Manager | Imagistic

3/2005 – 1/2014

Imagistic is a technology integration services firm that designs and develops custom web applications, Customer Relationship Management (CRM) and Content Management System (CMS) solutions.

- Lead IT project development (**SCRUM**), application and upgrade management as well as process development. Manage all project documentation
- Managed multiple vendor/client projects simultaneously with budgets in excess of **500k**.
- Created and implemented project/process workflows and reporting artifacts to allow and support automation wherever possible.
- Wrote, managed and monitored **business cases, discovery documentation, scope requirements, technical specifications, production schedules, budgets, status reports, and resource allocations**.
- Hired and managed resources (associate project managers, programming professionals and outsourced vendors).
- Managed development teams comprised of Product Owner, Business System Analyst, Full-Stack developers, QA Engineers (test cases), and Dev Operations representative.

### Sr. Online Project Manager | Kern Agency

7/2001 – 3/2005

The Kern Agency (an Omnicom subsidiary) is a B2B, B2C Direct Marketing agency that integrates Online, Media, and Direct marketing practices to help world-class companies expand their customer base and market reach.

- Created and managed all IT schedules, budgets, and resources.
- Lead development teams, performed productivity analysis and determined technical requirements/staffing needs.
- Interfaced and contributed to business units in constructing work project plans and proposals.
- Worked with clients in Software, Retail, Financial Services, Insurance, Medical Devices, Marketing, Computer Hardware, and Mobile Service Provider verticals.

**INTERESTS**

- Committee Chair, Boy Scout Troop 753
- Horticulture (UCLA)
- Web Development
- Guitar