ANNE SHIELDS

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**Summary**

Senior Project and Program Manager with 16 years’ experience implementing information technology solutions for startups, midsized and large enterprise organizations in the healthcare, telecommunications, and governmental sectors. Conceptualized and managed full software development lifecycle programs ranging from $500,000 to $3 million in budget including team sizes from 5 to 25 people.

Core competencies include project design, project scoping, project management, team management, risk management, customer relationship management, change management, budgeting, forecasting, project tracking, software development lifecycle, and operations management.

**Career Accomplishments**

* Implemented and automated a broad spectrum of internal company process improvement and workflows such as formalization of a tiered ticketing and information services system, robust knowledge base, sales, and marketing automation processes, while reducing waste, saving over $100k per year from 2008.
* Increased long-term customer retention by over 50% year after year since 2011 by effectively identifying consumer needs, creating relevant and motivating onboarding, training, and implementation process and product development that ties into effective brand messaging.
* Increased annual revenue by over 75% in 2012 by aligning brand messaging with strategic direction through responding to consumer values and identification of customer needs.

**Experience**

**Government Project Manager Contract, 2023 - 2023**

**Department of Children Youth and Families (DCYF)**

Led the implementation of new Indian Child Welfare Act policies, ensuring a smooth transition of policy objectives into actionable outcomes by meticulous project management. Impacting community stakeholders, governmental executive leadership, 2800 field staff, tribal partners, children, and families, crafted a comprehensive project plan detailing tasks, timelines, and resource allocations essential for policy integration, while defining clear objectives, milestones, and deliverables to ensure adherence to project goals.

* Implemented robust monitoring mechanisms encompassing project plans, Gantt charts, and dashboards, leveraging tools like Smartsheet and SharePoint to monitor policy implementation progress. Proactively identified and mitigated challenges in collaboration with leadership, ensuring project success.
* Formulated an organizational change management strategy utilizing the Prosci brand framework and ADKAR methodologies, facilitating seamless transition and adoption of new policies.
* Fostered collaboration among diverse stakeholders, including government entities, agencies, departments, and external partners by establishing robust communication channels.

Technology Project Manager Contract, 2022 - 2022

1 Source OHS  
Spearheaded the design and implementation of a PMO for the 1 Source Organization, establishing organizational project management standards and fostering departmental transparency. By creating a structured project portfolio with a focus on Agile methodologies, elevated an internal team starting with 2 and expanding to 7 from startup to enterprise-level performance to facilitate the ability to scale in the future. Orchestrating project management and business analysis across multiple initiatives, I streamlined processes, optimized methodologies, and advanced Agile skills, ultimately enhancing efficiency and reducing waste.

* Facilitated the leadership's capacity to craft a strategic roadmap of initiatives by conducting a weighted analysis, empowering them to make informed decisions regarding prioritization and ultimately develop a cohesive strategic roadmap.
* Defined project scopes based on meticulous analysis of business objectives and system requirements, identifying risks and budgetary constraints to enhance project delivery timelines.
* Executed product gap analyses to inform tool selection, resulting in heightened productivity and decreased departmental expenditures saving the organization $12K in Q3 of 2022.

Technology Project Manager Contract, 2021 - 2022

T-Mobile

Spearheaded the development of a customized enterprise project management solution on the Confluence platform, integrating Smartsheet, Jira and Jira Align, refining the department's project portfolio and annual product roadmap while fostering unity among cross-functional teams within a department of over 50 employees. Led project management initiatives to align with business objectives, ensuring successful delivery of software builds within established timelines.

* By implementing cross-domain dependency mapping and work breakdown structures, optimized project timelines and minimized potential delays in T-Mobiles complex, multi-matrixed environment.
* Provided support and guidance to technical program management and product owner teams, ensuring adherence to delivery schedules and project milestones.
* Designed and communicated impactful status reports tailored to diverse audiences, ensuring project clarity and alignment while continuously navigating stakeholder partnerships.

Technology Program Manager Full Time, 2008 - 2021

Panda Dental Software, Inc.

Panda Dental Software is a company that builds and supports the software product [www.pandaperio.com](http://www.pandaperio.com/), a revolutionary electronic medical record that has streamlined the way in which periodontal specialist practices operate, saving time and increasing practice revenue.

Directed comprehensive product development, managing relationships with domestic and international clients and internal teams, overseeing operations, P&L, distribution, marketing, and sales. By aligning leadership vision with customer expectations, ensured strategic alignment and customer satisfaction while improving team performance and accountability through effective supervision, mentorship, problem-solving, and coaching.

* Orchestrated development efforts with both on and offshore teams, averaging between 3 to 8 team members at various points in time, promoting effective communication, unblocking workflows, and increasing team morale.
* Managed a customer base of 200 client practices, engaging directly to implement new client solutions and assessing consumer needs ensuring customer success.
* Implemented support and a tiered ticketing system, streamlining both internal team and user experiences.
* Developed a learning management platform incorporating a full knowledge base for 200 consumer practices and 8 internal staff to facilitate onboarding and streamline support efforts. Created ongoing motivational training materials for various audiences, improving customer education and enhancing team proficiency.

**Education**

PMP Certification, Credential: Project Management Institute

PMI-ACP Certification, Credential: Project Management Institute

High School Diploma, Lakewood, WA