

Kristen D. Barr, PMP

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Summary

Results-oriented Project/Program Manager that delivers On Time, On Budget, On Scope, and with Quality. Manages multiple projects/programs within tight timeframes, an effective problem solver and values excellence. Have strengths in IT project delivery (SDLC), resource management, analytical, communication, relationship management, requirements management, and process re-engineering skills.

Experience

CareFirst BlueCross BlueShield – Technical and Operational Support, Owings Mills, MD

Project Manager, 2007 – present. Managing cross-functional projects, programs, and initiatives including Software Development, Budgeting, Process Re-engineering, Procurement, and Audit. Considered “go-to person” for Senior Director on assignments at the departmental and divisional levels regarding Resource Planning, Organizational Strategy, Executive Management Reporting, Financial Analysis and Issue Management. Highlights include:

- Directing a first-time program to integrate CareFirst’s third party administrator data, technology, and auditing processes with all performance measures for the BlueCross BlueShield Association mandated Member TouchPoint Measures (MTM) program – Currently managing seven project work streams; delivered two project work streams in 2010
- Managing a Vendor Management Program to deliver multiple project work streams that will develop a first-time, industry-standard, centralized vendor management function for the division, along with achieving \$1M in cost savings for the company
- Delivered various company-wide inaugural software development projects and subsequent enhancement releases (including data and system integration; web-based user interfaces; workflow logic; reporting) that transformed previous manual processes into automated, custom web-based applications to increase productivity - Notably, reduced completion time by 36% for financial approval expenditure process
- Managed Offshore resource procurement projects for Application Development and Testing that built a first-time Strategic Sourcing Partnership model with two vendors supplying contractors
- Led cross-divisional workgroup and implementation for the company’s Procurement Process Improvement initiative that established a documented operational methodology, rolled out to 10 divisions, to add efficiency savings to a previous convoluted, inconsistent procedure
- Performed financial and resource planning analysis resulting in multi-year projections approved in the division’s annual Operational Budget exceeding \$160 million
- Worked directly with the division’s Vice-President to produce the divisional annual incentive goals presented to the CEO and Board of Directors; reported quarterly progress against the goals
- Coaching and directing “dotted-line” report on Analyst assignments, skills, and performance, along with mentoring other team member on managing his first project

JPMorgan Chase & Co. - Investment Bank Technology, New York, NY

IT Project Manager and Sr. Business Analyst, 2004 – 2007. Managed the entire project lifecycle for the delivery of enhancements in major and minor releases for the Investment Bank’s Client Relationship Management (CRM) system. Liaised with business and technology partners to convert business objectives into creative technical solutions. Coordinated all testing streams, across several global teams, for multiple system integration projects resulting in a defect-free application. Highlights include:

- Delivered successfully the first major project release after the JPMorgan Chase & Bank One CRM system merger that involved 15 teams, spanning 7 global locations, in a condensed timeframe and with reduced resources
- Led the Requirements Management Key Process Area that met the Capability Maturity Model (CMMi) Level 2 certification for the team and achieved a 20% increase in the qualified score
- Defined the first Project Life Cycle for the team that reconciled multiple inefficient processes and provided one highly effective process for everyone to follow
- Presented ideas to Head of the Investment Bank Technology Brainstorming initiative to be used for productivity and cost savings effort intended to save \$1 billion across the organization
- Trained over 80 end users across 10 countries around the globe on critical newly released functionality via web conferencing software
- Analyzed, designed, documented, and tested system requirements thoroughly for successful implementation of high quality functionality delivered to the end user

Analyst, Internal Consulting Services (ICS), 2002 – 2004. Participant in an intensive 18 month, rotation-based leadership development program. Completed assignments in Productivity & Quality, Technology, and Human Resources. Chosen as a speaker for the ICS graduation ceremony.

Education	Bachelor of Science in Computer Science, Magna Cum Laude, Spelman College, Atlanta, GA, 2001	
Certifications	Microsoft Certified Technology Specialist: Managing Projects with Microsoft Office Project 2007 (2011) Advanced Project Management Certification (APMC), International Institute of Learning (2010) Project Management Professional (PMP) Certification, Project Management Institute (2008) Business Systems Analysis Certification, University of Colorado at Denver (2006)	
Skills	<i>Proficient in</i> Microsoft Project, Excel, Visio, PowerPoint, Word, SharePoint; Oracle; Clarity; Software Development Life Cycle; Procurement and Contracting processes; IT Business Systems Analysis <i>Knowledge of</i> Agile Development Methodology; CMMi Methodology; Six Sigma Methodology; Pega Rules Engine; Beeline System; Mercury Quality Center; Visual Basic; Vendor Management	
Training	Academy Leadership Boot Camp Managing Multiple Projects Advanced Project Procurement Management Project Management Hard & Soft Skills Karrass Effective Negotiating	Vendor Relationship Management Requirements Management Stakeholder Relationship Skills Edward de Bono's Six Thinking Hats
Honors/Awards	<i>CareFirst</i> – Awarded “Pearman Team Award” for outstanding project management performance on the Vendor Management Framework project work stream (2011) <i>CareFirst</i> – Received additional monetary bonus reward for recognition as one of the Top Divisional Performers (2011) <i>CareFirst</i> – Received special recognition monetary awards for extraordinary performance on the Operational Budget Development project (2009, 2010, and 2011) <i>JPMorgan Chase</i> – Awarded Employee Recognition Program Award for outstanding project performance (2006) <i>JPMorgan Chase</i> – Awarded Service Star Award for outstanding College Recruiting efforts (2005) <i>JPMorgan Chase</i> – Chosen as one of two speakers for the Internal Consulting Services Analyst Program graduation ceremony (2004)	
Community Involvement	President, Stoney Run Garden Condominium Association Board (2010 – present) Mentor, Pipeline Mentorship Program (2010 – 2011) Member, DC's Young and Powerful civic organization (2007 – 2010) Lead Fundraiser, JP Morgan Chase Team - Susan G. Komen Race for the Cure (2004 – 2007)	