

Paul Moody

Phone Number • City, State Zip Code • email • LinkedIn

Professional Profile

Accomplished, growth-focused Program Manager and PMO Lead with extensive IT experience overseeing complex projects, managing project portfolios, maintaining enterprise infrastructure, leading diverse teams, and leading change management.

Proven history of success in leading multiple large, global programs along with multiple initiatives covering risk management, supply chain management, delivery management, change management, and HR management. Known as a subject-matter expert in physical/virtual IT infrastructures, IT governance, agile/waterfall methodologies, and ITIL best practices. Instrumental in aligning IT solutions and business objectives to optimize operational efficiency and business growth. Strive to enhance business outcomes, achieve IT excellence, and maintain a competitive edge through innovation, continuous improvement, and emerging technologies. Adept at gathering requirements from clients and internal/external stakeholders, defining project scope, prioritizing deliverables, and leading diverse teams for successful project delivery within time and budget constraints.

Areas of Expertise

- Project Management Lifecycle
- Project Portfolio Management
- Business & Digital Transformation
- Data Center Migration
- Enterprise IT Infrastructure & Governance
- Cybersecurity & ITIL Framework
- Matrix & Client Reporting
- Business & Marketing Planning
- Innovation & Technology Integration
- Risk Management
- Change Management
- Leadership & People Management

Technical Proficiencies

Tools & Software:	Microsoft Products (Project, Visio, Excel, Word, Access, PowerPoint, Outlook) HP PPM
Frameworks & Methodologies:	Agile/Scrum Methodology Software Development Life Cycle (SDLC) Methodology Agile Foundational Principles
Technologies & Services:	Physical & Virtual Datacenter Environments Hardware Deployment
Languages:	HTML (Web Development) Visual Basic, Oracle, C++ (College Courses)

Education & Qualifications

BS Management Information Systems; Minor in Computer Science (CGPA: 3.8) | Ball State University – Muncie, IN, 2001
Graduated Cum Laude / National Honor Society – 7 times Dean List / Marsh Scholarship Award Recipient

Certified – ITIL V3 Foundations | Pink Elephant – Dallas, TX, 2011

Professional Experience

Project Management Lead – VP | Citigroup – Tampa, FL 2022 – 2024

Oversee the planning, execution, and delivery of high-profile projects within the Global Compute Services Organization while ensuring the successful completion of all deliverables by facilitating project calls with key stakeholders. Headed cross-functional team members to prioritize and manage project functions in compliance with the bank's policies and business objectives. Facilitated senior leadership with informed decision-making and problem-solving by communicating project status. Streamline project progress by documenting and distributing project artifacts.

Key Accomplishments:

- Directed overall aspects of migrating customer data from legacy infrastructure to a new cloud environment.
- Boosted team's project management capabilities and performance output by delivering training and professional development opportunities to interns.
- Devised and executed IT strategies in alignment with organizational objectives while maintaining compliance with IT governance frameworks and implementing ITIL best practices.

Senior Program Manager | USAA – San Antonio, TX June/2019 – May/2022

Led transformation of the Private Cloud Service program to an agile-based methodology from the waterfall. Prioritized program functions and deliverables, and assigned tasks to team members as per individuals' capabilities while providing direction and support for ongoing activities. Played a vital role in ensuring business continuity by promoting organizational policies and aligning operational priorities with business objectives.

Key Accomplishments:

- Achieved exponential business growth with enhanced compliance by managing the development, budgeting, staffing, and outfitting of a brand-new high-tech data center.
- Ensured adherence to processes/procedures with USAA and federal regulations by guiding risk and compliance teams.
- Planned and steered data migration from legacy systems to new/updated infrastructure, enhancing data integrity and reliability.

Global Program Director/PMO Lead | AIG – Technology Services – Fort Worth, TX

Jan/2014 – May/2019

Governed all aspects of 3 large global programs, including Global Data Solutions, Global Mergers, Acquisitions and Divestitures, and Global Corporate Real Estate. Coordinated the management of infrastructure for the data center as well as steered data migration involving call centers using Genesis platform. Maintained consistency and stability across the PMO by liaising with multidisciplinary, internal/external leaders and teams. Demonstrated robust people management covering multiple layers of staff, including but not limited to performance reviews, compensation, employee hiring, and escalation. Guided team members to maintain a high standard of compliance and documentation practices. Influenced strategy building by improving liaison between senior-level executives and general staff while interpreting and enacting corporate-level strategy.

Key Accomplishments:

- Guided a board of managers to uphold and amplify delivery standards as well as ensure placement of effective project management tools for the PMO function.
- Achieved successful project delivery by leading a team of 10+ senior project/program managers for end-to-end project delivery, including budgeting, procurement, scheduling, resource management, and all project deliverables.
- Oversaw \$11Bn in divestiture and acquisition initiatives as well as delivered 200+ projects of various sizes through strategic project planning, people management, financial management, and effective collaboration.
- Delivered training to project managers on AIG best practices along with the strategic approach to implement and utilize specific tools/applications.
- Administered multiple layers of PMO reporting and metrics gathering that ensured data-driven decision-making.

Senior Asset Manager/Project Manager 2 | EMC Corporation – Dallas, TX

Oct/2012 – Nov/2013

Played a key role in the exceptional delivery of utility service offerings by collaborating with a diverse team of professionals. Delivered successful projects within time, budget, and scope constraints. Steered strategy and decision-making by ensuring comprehensive documentation of project portfolios, which resulted in accomplishing all defined objectives. Contributed towards accurate and prompt delivery of all storage components along with supporting accessories. Improved satisfaction of employees, clients, and vendors by leading the resolution of issues and conflicts.

Key Accomplishments:

- Ensured strict maintenance of project and resource data as per applicable standards and methodologies by auditing, monitoring, and leading the correction process.
- Facilitated senior management with decision-making by presenting project portfolio status, ensuring solid command of each engagement.
- Gained recognition for collective leadership of the organization as an integral part of the overall program management team.

Project Manager/Service Delivery Manager | Virtual Computing Environment Company – Dallas, TX

Aug/2010 – Oct/2012

Offered subject-matter expertise in project management, project scope definition, risk management, adaptable project scheduling, resource management, and project documentation/reporting. Evaluated and determined the impact of various functional groups on the customer's overall solution based on requirements from each group within VCE. Delivered support to the delivery team for reporting, contractual obligation, service level management, and ITIL-based service management.

Key Accomplishments:

- Led the configuration and implementation of a dynamic V-Block solution aligned with the client's needs by collaborating with the sales, engineering, design, and deployment teams.
- Directed the design and implementation of the customer dashboard based on KPIs, which enabled executive leadership to gain an overview of accounts' status.
- Established, tracked, and maintained a monthly customer invoicing system.
- Spearheaded the development, documentation, and deployment of build, operations, and transfer processes for clients while leading metrics-based process reporting.

Additional Experience

Manager | Hobby Lobby – Frisco, TX

2008 – 2010

Manager | Academy Sports and Outdoors – Plano, TX

2005 – 2008

Manager | Brown Shoe Corporation – Carrollton, TX

2001 – 2005

*Prior experience as a **Floor Supervisor/Manager** at Shoe Carnival Inc.*