

KATHY LOVELESS
PMP, SSBB
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SENIOR IT CONSULTANT

Skilled business leader specializing in Program and Project Management, Business Analysis, Process Improvement, and Strategic Development. Superior ability to determine standards, communicate procedures and create synergies between differing business units to improve performance within and across teams. Significant experience working with executive management to communicate project and program statuses and risks. Comfortable working with business as well as technical resources.

LEADERSHIP: History of significantly improving team performances from 25% to 100% through process changes, resolving team and cross functional issues, and growing team member knowledge through internal training programs and improved communication.

PROJECT MANAGEMENT ACUMEN: Improved project delivery speed and quality by 30% as one of two group managers responsible for defining and implementing new methodologies, procedures, standards, and monitoring for newly created PMO.

DEVELOPMENT METHODOLOGIES: Led transitions from traditional development methodologies to Agile methodologies at Sabre Airline Solutions and SuperPages.com.

SOFTWARE DEVELOPMENT: Grew software product revenue by 35% while increasing operating margin to 32% via cost control, market expansion, pricing adjustments and strategic alliances.

EXECUTIVE COMMUNICATIONS: Improved executive knowledge of current and pipeline projects by 75% through development of standard initiation document and directing bi-weekly executive status meetings.

PROFESSIONAL EXPERIENCE

Daugherty Business Solutions, Dallas, Texas

2009-2010

Consulting company providing Business and IT solutions.

MANAGEMENT CONSULTANT

Advised clients in program/project management, business analysis, process improvement and other IT areas

- Identified over \$500K in cost savings through process improvements, enhanced data management and system automation when advising group within large healthcare insurance company.
- Decreased key delivery date estimation time by 50% by creating project templates based on standard quarterly delivery dates.
- Increased quality of audit review by 20% through implementation of standard preparation process for all projects.

Progress Acceleration, Dallas, Texas

2007-2010

Consulting company providing IT, marketing and business development solutions in the US and UK.

PROJECT MANAGEMENT CONSULTANT

Operated private consultancy, providing clients with project management leadership, business process improvement plans, and marketing strategies.

- Enhanced revenue potential for an online website by developing an advertising and communication plan to monetize website space and increase visibility.
- Increased investor interest by 30% and received professional accolades for a live IPTV team by establishing professional standards to improve on-air quality.
- Reduced client's development costs by 25% by researching foreign development companies fitting their requirements, enabling the client to sign with a lower-cost provider.

Idearc Media (Verizon Information Services), Coppell, Texas

2004-2007

Print and online Yellow Page advertising services provider; approximate annual revenues of \$3.2B.

PROGRAM/GROUP MANAGER

Led a team of 12 in the Project Management Office, managing project leaders, business analysts and report writers.

- Improved executive knowledge of current and pipeline online advertising projects by 75% through development of standard initiation document and directing bi-weekly executive status meeting.
- Reduced project delays by at least 15% by increasing communication and forging partnerships with all business unit leaders.
- Key resource responsible for improving project delivery speed and quality by 30% through new processes, procedures and project monitoring developed by the PMO office.
- Recognized for outstanding performance with Idearc Excellence Award and Spot Bonus Award.

Sabre Airline Solutions, Southlake, Texas

1998-2004

International retail products, distribution and technology solutions provider serving the travel industry; approximate annual revenues: \$1.4B.

PRODUCT MANAGER

Led product management initiatives for four software products, directing business strategy, marketing plans, sales functions and development efforts.

- Expanded product market and won a \$4M contract by forging a collaborative effort with another division, training their sales team and reengineering the pricing approach.
- Increased product suite profitability to 48% through product integration plan that lowered costs and improved processes across the entire suite.
- Grew product revenue by 35% to \$5M per year while increasing operating margin to 32% via cost control, market expansion, pricing adjustments and strategic alliances.
- Won 1st place in a daily customer contact contest and received numerous stock option awards for exceptional performance.

MARKETING MANAGER

Managed all marketing activities for a software products suite including key sales support, marketing materials and competitive analysis.

- Reduced sales cycle for new product by 40% by creating and implementing product roll-out plan for the sales force.
- Increased sales by 15% by planning and managing user conferences that allowed clients and potential clients to interact with the product team and executives.

IT CONSULTANT

Delivered service and support for customers worldwide.

- Improved customer satisfaction by 50%-60% and increased sales by enhancing communication and implementing customer advocates.
- Lowered client issue response time by 66%-80% by analyzing and enhancing product functionality and process practices.

UT Southwestern Medical Center, Dallas, Texas

1994-1998

One of the top academic medical centers in the world providing education, patient care and medical research.

DATABASE MANAGER

Managed development and support tasks for surgical database used for billing and doctoral credentialing.

- Improved reporting delivery time to doctors and medical students by 30% by standardizing reports and improving queries.
- Resolved persistent six month remote connection problem at hospital within one month of taking position.

HELP DESK SUPERVISOR

Managed help desk serving 5,000 users in the medical community.

- Reduced call resolution times by 60% by training analysts on network troubleshooting, telecom, and medical systems.
- Improved department relations with other units while also increasing customer satisfaction to almost 100%.

SOFTWARE TRAINER

Provided training for internal systems, Microsoft Office products, and database software products.

- Developed and delivered training program for internal software program.
- Trained variety of users including doctors, nurses, researchers and medical students.

RECENT TECHNICAL SKILLS (LAST THREE YEARS)

Development Processes: Agile Development Process, Product Life Cycle Management, Stage Gate Project Management, PMBOK Project Management Practices

Platforms: Windows XP, Window Vista, MS Windows 2000

Hardware: Dell, Sun

Applications: Microsoft Office Suite, Microsoft Project Server, Microsoft SharePoint Server, Various BI and Business Analytical Tools, Adobe Creative Suite

Other: SQL, HTML

EDUCATION AND PROFESSIONAL DEVELOPMENT

Baylor University, Waco, Texas – B.A. Journalism-Radio/Television

Project Management Professional Certification, Master Six Sigma Black Belt, Lean Six Sigma

Member Project Management Institute

Previous Member American Business Women's Association, Toastmaster's International

Extensive List of Professional Development Courses