JOAN M. HUMES

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ACCOMPLISHED IT PROJECT MANAGER & BUSINESS ANALYST

Deliver End-To-End Product Solutions for Large, Complex, & Multiple Site Projects

Analytical IT professional who collaborates with teams to deliver projects on time and within budget. Leverage software engineering and business acumen to fully assess operational needs and develop requirements that drive quality software product development efforts. Proven expertise in managing processes, business methodologies, SDLC, design, processes, WBS, Scrum, Sales, and leadership. Customer-focused and adaptable to variety of work environments with high tolerance for risk and stress associated with tight deadlines. Areas of expertise:

Project Management | Business Analyst | Sales Professional | Integration & Release Engineering

Agile & Scrum Methodology | Requirements Engineering | System Analysis | Risk & Change Management

Strategy & Execution | Visio | Process Improvements | Software Testing | Chalk | Microsoft Office Suite

WORK EXPERIENCE

CHARTER COMMUNICATIONS, INC., St. Louis, MO   2019 - 2024

Business Systems Analyst (BSA)
- Utilized Agile Methodology to successfully deployed over 150 Salesforce Application enhancements for Spectrum Business Sales Representatives. Deployed according to established release schedule risk free with no interruption in service to sales team.
- Utilized Waterfall Methodology successfully deployed the following telecommunication projects:
  o CSG Biller Discount Continuation.
    ▪ Saved company millions in lost revenue when changes were made to a customer's account and their Discount Period restarted.
  o Spectrum Community Solutions Tenant Transfer.
    ▪ Eliminated "swivel chair" in the work environment and transferring of customers to another customer service helpdesk by providing system enhancements and access.
  o Spectrum Community Solutions (MDU) Project.
    ▪ Eliminated agents from entering the same data into multiple systems and established an "always on" technology within apartment complexes with permanent equipment installed in each unit. Customers no longer had to physically obtain and return telecom equipment.
  o Update CSG Testing Environment.
    ▪ Complete update and refresh of Spectrum's testing environment which mirrors production environment. Data refresh was 10 years past due and critical to test before projects deployed into production environment. All pre and post activities had to be identified, along with all applications, equipment / devices, interfaces, testing data, and security measures.

Sales
- Negotiated and sold Spectrum's Premier Video, Internet, Voice, and mobile services.
- Routinely recognized as Top Performer with tier 1 sales status receiving numerous accolades from upper management.
- Obtained Spectrum's Elite Sales status and ranked in the top 1% of sales nationally.
- Obtained hands-on telecommunication application experience, invaluable product knowledge, and a user's perspective to aid in understanding how various applications integrate.

AT&T, St. Louis, MO   1999 - 2019

Senior Project Manager

Ensured development and deployment of all assigned IT Telecommunication projects. Responsibilities included team leadership, staffing resources, budget, accounts payable, project compliance, scheduling, testing, and IT execution of deliverables to ensure successful project launch.

AT&T (Continued)

- Drafted epics, user stories, sprints, tasks, and defects.
- Efficiently briefed daily stand-ups, sprint planning sessions, and scrum meetings.
- Aligned user stories to release deployments; spotted scope creep; maintained backlog; ensured acceptance testing was completed according to AT&T quality standards.
- Consistently recognized by leadership, clients, and peers as a significant project leader and contributor.
- Routinely engaged in training, R&D, and Q&A sessions to remain current with new technology and tools.

Telecommunication projects deployed into production environment:
- New AT&T call center in New Mumbai, India.
- Interactive Voice Response (IVR) for 2.6K cellular towers within the United States. This technology allowed maintenance workers to gain access electronically and securely into the cell phone tower without waiting for AT&T personnel to arrive and manually unlock the tower.
- Interactive Voice Response (IVR) for all AT&T Wireless stores within the United States. IVR was equipped with additional reporting features, determining call quality and quantity of each individual store for customer call management.
- SOLID application. This AT&T pre-uVerse technology was utilized to implement DSL for households more than 15K feet from central office or served by remote terminal.
- Collaborated with Executive Directors, Assistant Vice Presidents, and stakeholders at AT&T organizational levels.

AT&T Center for Leadership:
- Created websites and oversaw development of the ACT application, an internal training application for employees.
- Team leader over IT technical helpdesk. Supervised IT helpdesk and developed websites to aid in quick IT solutions and documented various helpdesk quality statistics.
- Administered training and developed job aids and artwork for training organization / classes; Labor Relations grievance processing; contract negotiations; and addressed HR concerns arising from implementing new employee benefits.

EDUCATION

Master of Business Management (MBA), Webster University, St. Louis, MO

Bachelor of Arts (BA), Public Relations and Communication, University of Houston, Houston, TX

ACHIEVEMENTS

- Elite Status: Ranked top 1% of Sales Nationally
- Routinely Obtain Tier 1 Top Performer Sales Status
- Presidential Volunteer Service Awards
- Named Paul Harris Fellow by the Rotary Foundation of Rotary International
- National Award Recipient from AT&T Pioneers of America, "Trees for Kids" Project
- Vail Metal Recipient (Award for Heroism and Public Service)
- American Red Cross Lifesaver of the Month Award

CERTIFICATIONS

- Fundamentals of Agile Principles, LSU Certification, In Progress
- Developing Agile Mindset with Scrum, Louisiana State University
- Certified Scrum Master, Simplilearn
- Certification, SIUE Foundations of Project Management, Southern Illinois University, Edwardsville, IL
- Certification, Program Management, AT&T IT Unified Processing Silver
- Certification, Program Management, AT&T IT Unified Processing Bronze

- Licensed Real Estate Managing Broker