

Rita T. Moy

Aurora, IL

PROFILE

- 20 years of solid Program/Project Management experience (with 15 years of Big 4 IT Consulting Accenture, PricewaterhouseCoopers and Capgemini) in managing cross-functional teams and off-shore resources.
- As a program manager at IBM, managed delivery of a program of 120+ concurrently active projects and executed hardware decommission program for a major nationwide healthcare account.
- Highly skilled in project management, from initial concept to business analysis, requirement gathering, construct, testing and final deployment.
- Industries worked: Automotive (Parts and Sales), Banking (Financial Systems), Chemical, Education, Healthcare (Infrastructures), Logistics (Infrastructures and Software), Loyalty Program, Telecommunications (Invoicing), Oil and Gas (Marketing and Claims), and Retail (Point of Sales)

EXPERIENCE

August 2021 – March 2024

Program & Project Manager at Accenture – Chicago, IL

PMO Leads for 5 accounts -

- 5 clients included a global medical technology company, a global conglomerate corporation, 2 major US utility companies and a Chicago-based education company.
- Managed program plans, change management, client executive reporting, deliverable management, risks/issues management, resource management and vendor management.
- Coached and trained PMO analysts and junior associates.

March 2020 – May 2021

Project Manager at TierPM AV/IT Talent Solutions - Remote

Client - Anthem – Project Manager -

- Participated as Project Manager for client's Datacenter Consolidation Project. Main responsibility was overseeing the 2000+ DBs migrations to a new datacenter location. This encompassed databases on physical servers and virtual machines, which involved coordination with multiple Application Teams (onshore/offshore) and DBA's.

November 2017 – July 2018

IT Project Manager Consultant at KForce – Des Plaines, IL

Client - Nippon Express USA – IT Project Manager Consultant -

- Planned, executed and finalized IT projects according to defined scope, timelines and budgets.
- Set up best practices and developed project management templates for IT department.
- Designed and facilitated 12 Project Management Training sessions for IT department.

January 2010 – August 2016

Advisory Project Manager at IBM – Dubuque, IA

Client - Anthem – RFS Program Manager -

- As Program Manager for a Fortune 100 healthcare client, managed a program of 120+ concurrently active projects and reported status in weekly and monthly client meetings. Facilitated daily triage meetings and performed solutioning for incoming service requests.
- Responsible for planning/managing programs and communications on project updates, risks, issues, mitigation & strategic planning information to all levels of the organization.

Rita T. Moy, PMP, CSPO

- Project types managed are infrastructure builds, database migrations, process improvement for decommission, and datacenter moves/closings/consolidations.
- Mentored onshore and offshore Project Managers to foster an inspired and productive team.
- Awarded “IBM Means Service Award” in July of 2012 on program management work.

January 2008 – January 2009

Project Manager at SNTial Technologies, Inc. – Chicago, IL

Client - University of Chicago – Business Analyst -

- Performed Business Analysis tasks for the university’s projects such as SSN Abatement project, HR Integral project, and Student Refund Direct Deposit project.
- Assisted in Project Management methodology project and in creation of the PMO templates.

June 2001 – December 2007

Project Manager at CapGemini – Chicago, IL

Client - General Motors – August 2005 – December 2007 -

- Project Manager for medium-complex B2C projects for General Motor client’s Web-based global applications for Sales and Marketing domain.
- Led an account-level project on a Configuration Management Database for the global team. Administrated the internal SharePoint project sites.
- Served as a “Point-of-Contact” Lead to an onshore team of 50+. Evaluated staff performance.
- Negotiated contracts for internal contract offshore staff and contract third-party vendors. Assisted with cross project resource sharing

Client - Sprint – Public Data Network (PDN) - September 2002 – August 2005 -

- Project Manager / Production Support Team Lead for the billing system, PDN, which was comprised of 16 applications for the client’s monthly \$150 million revenue.
- Main Point of Contact for over 200+ internal/external client users.
- Conducted PDN application knowledge transfer to third-party offshore resources.

Client - Sprint – AMIS - June 2001 – August 2002 -

- Project Manager and Design Architect for multi-environment projects throughout entire development lifecycle.
- Accolades include an award of excellence from client within first year of service and multiple recognition awards from firm.

EDUCATION

LOYOLA UNIVERSITY CHICAGO - Chicago, IL

Bachelor of Science

Major: Mathematics and Computer Science

Minor: Fine Arts

AFFILIATIONS/CERTIFICATIONS

- Project Management Professional (PMP) – 2003 – present
- Certified Scrum Product Owner (CSPO) – 2019 – present
- Certified Scrum Master – 2009 – 2011
- Associate Director of Marketing for PMI Chicagoland Chapter – October 2009 – June 2012

FOREIGN LANGUAGE SKILL/ABILITY

- Chinese (Cantonese); Written & Spoken Translation Ability; Fluent
- Chinese (Mandarin); Read, Write and Speak; Casual