Jamillah Tawwab, PMP, PSM
Project Manager
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PROFESSIONAL SUMMARY

Detail-oriented and highly motivated project manager who loves to bring project ideas to fruition and is excellent at cross-functional project leadership. Has a history of utilizing strong organization and communication skills to lead IT and financial projects. Experience working with Agile Scrum framework and leading change across teams including implementing a PMO. Led multiple intercontinental financial projects that led to more than $300,000 in savings. Strong ability to quickly adapt to changing environments and interfacing with stakeholders to solve problems, meet deadlines, and achieve goals.

CERTIFICATIONS

Project Management Professional (PMP) Jun 2019	**ITIL V3 Certification Feb 2018**	**Professional Scrum Master I Jan 2020**
Project Management Institute	*AXELOS*	*Scrum.org*

WORK HISTORY

SAS Institute – JMP   2021 – Present
JMP Digital Operations Project Manager – Cary, NC   **Nov 2021 – Present**
- Manages software development projects to facilitate the creation of a JMP first infrastructure as JMP transitions into a separate entity from its parent company SAS.
  - Manages the NetSuite ERP implementation project to set up JMP's financial management system.
  - Manages the DocuSign CLM implementation project to set up JMP's instance of DocuSign to manage JMP customer contracts.
  - Manages the Quote to Cash project which entails introducing our internal sales users across the globe to our new process utilizing our newly implemented JMP systems to sell our customers JMP statistical software systems.
  - Provides weekly project reporting to stakeholders and executives on high-level project status updates and any impediments.
  - Setup a PMO for the JMP Digital Operations team to standardize how JMP projects are managed which includes creating project templates, defining the process for managing projects, selecting a project management tool, and training the appropriate teams.

Modis Inc. – Cisco Systems, Inc.   2020 – 2021
Project Manager (3rd Party Vendor Onboarding) – Durham, NC   **Mar 2020 – Oct 2021**
- Managed projects to onboard Cisco's 3rd party technology partners whose products are integrated into Cisco solutions to Cisco's support programs.
  - Facilitated internal meetings with stakeholders to confirm collective understanding of the type of engagement (Solution Support/OEM/Other) we are initiating with a 3rd party.
  - Led meetings with 3rd parties to initiate the support relationship, explain the support offer (SSPT/OEM/Other), and introduce onboarding documentation.
  - Managed project milestones and tasks assigned to internal stakeholders to ensure timely and efficient project completion.
  - Led cross-functional teams and 3rd party representatives to successfully onboard the 3rd party to the appropriate support program and lay the foundation for our support relationship with the 3rd party to thrive moving forward.
- Led continual improvement of the 3rd party onboarding process and created extensive training documentation on the onboarding process.
- Created and provided dashboards and additional reporting to senior management on the status of onboarding projects.

Li & Fung Limited   2014 – 2019
IT Project Manager – Greensboro, NC, New York, NY & Kowloon, Hong Kong   **Jun 2014 – Oct 2019**
- Managed program to streamline and organize financial management within the IT department which consisted of traveling between and working with the teams in the New York, Hong Kong and North Carolina offices to identify, improve, document and implement the newly created financial processes.
  - Defined program plan and directed multiple projects to support business objectives and strategies.
  - Developed departmental guidelines, polices and operations for financial management in IT.
  - Organized and led project status meetings and facilitated communication across teams and stakeholders.
  - Ensured timely completion of project deliverables in the program and escalated impeding issues as needed to leadership.
  - Maintained effective communication between stakeholders and provided weekly status reports to senior management.
- Key player in Agile scrum team on software implementation project working to promote and execute adoption of our supply chain order tracking system, a segment of the internal LF Digital Platform, called Track.
- Coordinated a multi-million-dollar ERP implementation project to transfer our private label business users from SAP to EnterpriseOne.
- Led process improvement project for our Kohls & Lands End customers which resulted in the streamlining of their processes and increased efficiency across their work in the supply chain. Developed vendor management process for the IT department which resulted in strengthened and enhanced vendor relationships and significant department savings.
- Used excellent verbal and written communication skills to coordinate global IT project to spin off Li & Fung's brands and licensing business, Global Brands Group, which included overseeing domain changes, phone migrations, and the transfer/splitting of IT & finance accounts.
- Responsible for development and management of budgets, management of project scope, meeting deliverable deadlines, and ensuring business objectives were met. Utilized organization and prioritization skills to lead numerous concurrent projects across the business.

J Media Studios   **2006 – 2015**
   President – Raleigh, NC,   **Mar 2006 – Dec 2015**

- Developed and maintained customized WordPress and Joomla websites for small businesses and non-profit clients across North Carolina.
- Managed multiple web design projects which included – meeting with stakeholders to confirm requirements, setting a timeline & budget, managing website development & go live, monthly site maintenance, performing periodic site updates, plug-in management, analytic reporting, and backup services.

TECHNICAL PROFICIENCIES

Applications: Microsoft Project, Asana, Microsoft Office (Excel, Word, PowerPoint etc.), Microsoft Teams, Microsoft SharePoint, Visio, Smartsheet

EDUCATION

Bachelor of Science in Computer Science   **May 2015**
University of North Carolina at Greensboro – Greensboro, NC