**­Michael Still, PMP**

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**PROFESSIONAL SUMMARY**

* + - * 16 years experience delivering technology solutions to automate business processes, solve business problems, and increase operational efficiency.
			* 10 years experience in IT Project and Program Management delivering value by controlling scope, budget, schedule, resources, risk and quality on multiple projects simultaneously.
			* 4 years managing and coaching Project Managers and Business Systems Analysts for IT business application development teams.
			* Strong communication, organization, and cross-functional business application knowledge with client-facing responsibilities on multi-million dollar projects.

**EXPERIENCE SUMMARY**

**NetApp, Inc., Business Relationship Manager / Account Manager May 2013 – present**

* Instituted full cycle customer relationship evaluations including customer satisfaction surveys, collecting and managing feedback, and creating action plans for continuous improvement.
* Coached and cross-trained other service team roles including Delivery, Support and other Relationship Managers.
* Led Demand Management process and tool development to differentiate NetApp IT as an Enterprise Service Provider.
* Developed and enhanced operational metrics definitions, maturity levels, processes and tools as a BRM change partner for NetApp IT.
* Improved adoption of existing Enterprise Technology assets and processes to save customers $0.5M in first year.
* Managed HR and Legal technology planning and delivery with line of site and leadership in all technology purchases and implementations.
* Drove Annual Operating Planning (AOP) activities including business cases development, high quality budget estimates, helped to build rational priorities of initiatives and alignment to customer and company strategy.
* Established and produced monthly customer service reporting identifying status of demand, budget performance, capability availability, and service incidents.
* Communicated and demonstrated business value and cost of IT products and services.
* Identified and facilitated continuous improvement initiatives relating to increased proactivity, improvements in communications, and quantifying IT value.
* Navigated organizational, roles, politics and culture to influence, negotiate and champion initiatives for the customer.

**NetApp, Inc., IT Program Manager / Account Manager, HR and Legal Applications Jul 2010 – May 2013**

* Product Owner for Legal Contract Management global solution, a multi-phased program with cross-functional leadership responsibilities collaborating with Legal Operations, Sales Operations, and Contract Administration teams.
* The primary Legal program consisted of a multi-phased and integrated Enterprise Contract Management solution built on Salesforce.com.
* Key areas for HR programs are in global Talent Management, Pre-Boarding for new hires, and conversion of the employee file room to an electronic file room using our Enterprise Content Management solution.
* Improved Enterprise Architecture portfolio compliance from 25% to 75% for HR and Legal to improve greater value and benefits.
* Directly influenced and collaborated with the IT Portfolio Management Office (PMO) as the PM Lead for Finance, HR, and Legal solution work streams.
* Mentored other project managers in PMO policies, processes, tools, and improvements related to estimation, scheduling, financial control, risk and resource management.

**Hewlett Packard / EDS, Senior IT Project Manager Nov 2008 – Jul 2010**

* Mentored other project managers as a Subject Matter Expert (SME) in tools and processes, including Portfolio, Cost/Budget, Schedule, Risk, and Supplier management.
* Advocated best practices for the Project Management Office and contributing to consistency and improvements in project management methodology.
* Managed the Contracts Management Program for Sales and Legal Operations.

**Symantec Corporation, IT Project Manager Oct 2005 – Nov 2008**

* Managed projects with medium-to-high complexity, addressing multiple functional areas across multiple organizational domains, involving medium sized teams.
* Established project success criteria and determine the degree to which the project achieved the objectives.
* Advocated and socialized best practices with other PMs in the Center of Excellence.
* Conducted project lessons learned reviews with functional teams, consolidated input, and established prioritization of improvement areas for future projects.
* Responsible for project team’s adherence to and compliance with IT Standards, processes, tools and methodology, including SOx controls.
* Responsible for developing the project resource plan, forecast and budget, ensuring projects remains within budget throughout project life cycle; created and updated business and IT operations support plans.
* Managed scope, issues, constraints, risks, assumptions and change control process throughout the project life cycle.
* Ensured cross-functional IT and business areas are involved as appropriate; provided ongoing touch points to ensure consistent communication.
* Projects include: 1) Oracle PeopleSoft HRMS 8.3 to 8.9 major upgrade/re-implementation (HR Customer), 2) Several Oracle PeopleSoft HRMS maintenance releases (HR Customer), 3) Oracle PeopleSoft 8.9 bundle upgrade with complete enterprise-wide regression testing, 4) Salary.com v10 and v12 projects for corporate employee bonus program (HR Compensation Customer), 5) Multiple Salesforce.com integration projects with 3rd party App Exchange modules, including Apttus Contract Management (Legal Customer).

**VERITAS Software/Symantec Corporation, Principal IT Business Analyst Apr 2004 – Oct 2005**

* Project management responsibilities for VERITAS Virtual Academy, an ERP application enhancement using web services technology with a project cost of $250k. Additionally managed external vendors, requirements, and system and integration testing.
* Developed, maintained, and executed project schedule cutover plans for Saba LMS global implementation and VERITAS Education Virtual Academy projects.
* Supported the VERITAS Education’s Learning Management System, Saba, responsible for requirements management, issue tracking and resolution, business user support, and business user training. Familiar with the Saba application interfaces with other major ERP applications including PeopleSoft and Oracle.
* Led JAD sessions with business and IT stakeholders to solicit and solidify customization requirements for VERITAS Education Services through 1.5 years of enhancements.

**PRIOR EMPLOYMENT HISTORY**

**Tell-A-Vision Media, Lead Systems Analyst / Manager, Software Development Aug 2002 – Apr 2004**

**Excite@Home Corporation, Multimedia Systems Analyst Feb 2001 - Aug 2001**

**iXL Enterprises, Business Systems Analyst Jul 1999 – Feb 2001**

**Big Mountain Multimedia, Inc., Owner / Multimedia Producer Aug 1996 - May 1999**

**EDUCATION**

* **B.A. Communication (Computer Science), University of Hawaii-Manoa, Honolulu, Hawaii.**Communication degree focused on Computer Science, Multimedia Communication, Computer Programming, and Advanced Digital Multimedia, and Mass Media Communication.
* **Associate in Project Management, George Washington University.** Accredited by the Project Management Institute (PMI).

**CERTIFICATIONS & TRAINING**

* Project Management Professional (PMP) from Project Management Institute (PMI, 1272358, June 2009, renewed for 2012 and 2015)
* CSM Agile/ScrumMaster Training (Aug 2012)
* IT Service Management ITIL v3 (2012)
* Business Intelligence: Report Development, Advanced Reporting, Advanced Variables and Functions using SAP’s Business Objects.
* Software Project Methodology: Software Development using the Unified Modeling Language (UML)

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Business Relationship Management, BRM, Account Manager, Account Management, Program Management, Program Manager, Project Management, Project Manager, PMP Certification, CSM, Scrum Master, Agile, Business Systems Analyst, Business Analyst, application development, risk management, PPM, Portfolio Management, Delivery Manager, Service Delivery Manager, Service Delivery Management, Customer Relationship Manager, Customer Relationship Management, CRM, IT Service Management (ITSM), Service Management,

Customer satisfaction, CSAT, continuous improvement, metrics, KPI, maturity, lessons learned, retrospective, sprint planning,

Cross-functional Team Leadership, PMO, Project Management Professional, PMP, Leadership, Team Leadership, IT Service Management, Demand Management, Coaching, Training, Mentoring,

Enterprise Software, SDLC, Agile, Scrum, Product Owner, Scrum Master, Apttus, Apptus,

Service Now, PeopleSoft, Salesforce.com, SFDC, SaaS, Human Resources, Legal Operations, Cloud Computing, Vendor Management, Supplier Management, ITIL Certified, ITIL, ITIL v3 Foundations Certified

Project Planning, Portfolio Planning, Portfolio Investment, Talent Management, HRIS, SaaS, Process Improvement, Business Intelligence, Resource Management, SDLC, Software Development, MS Project, Multimedia, Enterprise Architecture, HR Software, Contract Management, Business Process, AOP, Wordpress, Word Press, Service-now.com