

Darshana Hawks

MBA, PhD, PMP, CSM

704-651-8568 | <https://DarshanaHawks.com> |

<https://LinkedIn.com/in/DarshanaHawks> | Darshana.Hawks@Gmail.com

Business Operations, Project Management and Team Leadership Professional

I am a Business and IT leader with broad range of experience leading mission critical projects that include software, hardware, infrastructure, telecommunications, real estate, business systems and process initiatives. I have a key focus on building collaborative relationships with all departments within a company collaborating with vendors, consultants consisting of both onshore and offshore teams. My expertise includes:

- Agile proponent with experience in Release Management, SDLC, Scrum, Kanban, Waterfall, Iterative and Hybrid methodologies
- Managed Services, Data Center Migration, Software Development and Support COTS/SaaS, Service Desk, Product Development, and Virtual Teams
- Interim management for process improvements, PMO, team collaboration, and department 'turn arounds'

Reputation for leading and engaging underperforming teams and making them "stars." Inspire trust, confidence, and respect among all stakeholders – with a focus on developing existing talent equity for the future.

PROFESSIONAL EXPERIENCE

INTEGRO TECHNOLOGIES – Machine Vision and AI Integration **Senior Project Manager**

2018-2020

- Direct report to Executive Team.
- Managing and participating in complex technical projects and initiatives to accomplish documented scope of work.
- Provide project leadership and direction on assigned projects, focusing on management of technical team deliverables, project budget and customer satisfaction.
- Communicating project and program updates to all levels/departments, internal and external.
- Manage post sales projects from initiation to closure.
- Provide a project schedule to identify when each task will be performed.
- Clearly communicate expectation to team members and stakeholders.
- Act as a mediator between stakeholders and team members.
- Resolve any issues and solve problems throughout project life cycle.
- Develop tools and best practices for project management and execution.
- Effectively manage project scope by ensuring any changes to scope are documented and approved with project change request form.
- Assist in the development of OEM vision products for specific industrial segments. Optical and Illumination system design.
- Support pre-sales activity as required.
- Documentation of existing and new systems.

PIEDMONT NATURAL GAS

2000 – 2017

Senior Enterprise Project Manager (2015 – 2017)

Delivered complete project lifecycle including scope, timeline and budget, cost, risk, change, and quality management for enterprise projects. Monitored results to address significant deviations while also managing monthly financial, project, status, and risk reporting and other project and resource administrative activities.

- **Met deadline, with just a 3 week window:** Successfully discovered and avoided \$16m in regulatory fines by implementing a utility emergency event tracking system under a severely abbreviated deadline.

- **Turned around a failing project:** Tapped to take on a Managed Services enterprise-wide IT Infrastructure outsourcing project and resolved all issues on time, despite a 3-week delay due to network circuit delivery delays. Received rave reviews from the Managed Services vendor and IT areas of responsibility.
- **Created a service and support oriented customer experience:** Led aggressive PC replacement project with compressed schedule for 400 employees using a deployment staff of only 4 people. The results consolidated PC images by job function and functional area, created "Welcome to your new PC" packages to socialize employees to their new equipment quickly while managing software licensing and asset removal.

Business Application Support/Application Project Manager (2009 – 2015)

Led Business Intelligence (BI) and Custom Applications Development (CAD) teams. Product Development and Release Manager for large portfolios of business-critical technology assets, teams and relationships. Included employee development and coaching, recruiting, hiring, promotion/transition/termination, performance reviews, budget and compensation management for all developers and contractors. Managed monthly financial activities. Virtual and On-Site team management.

- **Improved application development quality** resulting in a 97% reduction of problems/incidents while increasing applications up-time/availability to 99%. This was achieved by leading my teams to focus on quality based in customer relationships and expectations management.
- **Shifted team focus toward innovative solutions:** Facilitated increased productivity that enabled my teams to allocate 95% of their time towards development of new, cutting-edge solutions vs maintenance.
- **Led company's first Demand Management system** and process using SCRUM, TFS and SharePoint. Implemented Product Owners with 15 Line of Business Units using a 3-week release cycle resulting in significantly decreased solution delivery times to end-users/customers and a 97% reduction in incidents.
- **Led a First in the Utilities industry:** Led development and delivery of the industry's first full-service online scheduling system and associated mobile app, allowing customers full control over service orders.
- **Top Employee feedback:** Consistently scored in the highest tier for leadership on anonymous employee feedback surveys administered by an outside/independent company

Business Relationship Consultant (2005 – 2009)

Served as Relationship Liaison, Project Lead, and Change Agent between IT and all Corporate Business Departments. Translated business needs to technical requirements and vice-versa with focus on process improvement. Collaborated with Architects, Developers, Database, Systems, and Network Administrators, Security, and other areas of IT. Develop and maintain SLAs, develop RFPs and manage entire sourcing process,

- **Spearheaded improvement of 55 business processes:** As primary contact for customer-IT interactions positively impacted the quality and speed of delivery of processes, products, and services solutions.
- **Managed SLAs between 25 Business and 50 IT systems:** Ultimately resulting in a 97% system up-time (3% allocated to scheduled maintenance.)
- **Achieved Capital and Operational cost savings of over \$2.5M:** Through diligent oversight of process improvement and continuous measurement of ROI, I was able to implement significant savings.
- **Interim Customer Accounts and Large Volume Billing Manager:** Improved corporate month-end financial closing process, reducing duration from 17 days to 10 by automating manual and paper-based business processes while adding data-driven decision tools, and customer intelligence reporting functionality.

Project Manager (2000 – 2005)

Responsible for project management, corporate relationship management, vendor selection and project life cycles for corporate projects. Managed vendor-sourced solutions to ensure all contract specifications were met.

- Provided recommendations for annual corporate strategic planning process, ensuring outputs were aligned with the highest strategic priorities as set at the executive levels.
- Developed all vendor statements of work, RFIs, RFPs, deliverables, vendor management, and SLAs between all stakeholders.

PRIOR ROLES (1986-1999) in project management and network engineering support in the financial industry at **First Union National Bank** (Led financial, banking, consolidation and merger projects to centralize and unify processes, enhance productivity, improve morale, add employee input to performance metrics, increase customer satisfaction, and reduce support call duration. Sprint Communications (1983-1986) as Fortune 500 Account Consultant, Customer Service, and Billing.

Examples:

- Consolidated 8 disparate corporate call centers into 3 regional centers.
- Consolidated and standardized banking functions for 2,900 sites in 13 states affecting staff of 20,000 with a \$15 million budget. **Awarded Vision of Excellence for Exceptional Leadership** (1996).
- \$200 million merger of 300+ sites with direct responsibility for capacity management, infrastructure/ network planning & engineering, telecommunications, mainframe and client/server configurations, real estate/space planning, resource consolidations and relocations, procurement, and vendor relations.
- Spearheaded a successful culture change among the IT staff across four disparate banking units by aligning people, processes, and performance to corporate initiatives during major mergers.
- Oversaw project management staff of 25 and extended team of 150 supplemental contracted staff

EDUCATION AND CERTIFICATIONS

Master of Business Arts (M.B.A.) - E-Commerce – 2003 - University of Dallas, Dallas TX

Bachelor of Business Arts (B.B.A.) – 1986 - Kennesaw University, Kennesaw GA

Ph.D. - Human Behavior – 2005 - American Institute of Holistic Theology, Birmingham AL

- **Scrum Master** Scrum Alliance – Current, Charlotte, NC (2012)
- **Project Management Professional (PMP)** – Project Management Institute (2008)
- **Master Relationship Coach**, Relationship Coaching Institute (2012)
- **Executive Coach Training** Certificate, Graduate School of Corporate Coaching (2003)
- **Change Coach Certificate**, Graduate School of Coaching (2003)

Applications: MS Project, Trello, Asana, Mantis, Podio, MS Office Suite, Jira, Kanban, Agile, Wordpress, Divi, Wordpress Security, Webhosting, People Leader for Development/ Database/Software engineers: Java, .Net, Php, Html, CSS, Javascript, Microsoft BI Suite, Oracle, SQL.