

# James J. Manning, PMP

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## IT PROJECT MANAGER

### DRIVING ON TARGET, ON TIME, WITHIN BUDGET PROJECT DELIVERY

*Technology implementations, upgrades & enhancements | Cross-functional teams of 25 members | Budgets up to \$1.25M*

**15+ years of expertise** in planning and executing complex information technology projects in the retail, medical, and pharmaceutical space, complemented by an **owner's perspective** of the emerging challenges faced by businesses.

### Portfolio of success stories in stretching budgets, delighting customers, and driving system improvements.

Delivered point-of-sale (POS) system replacement project 50% below budget.

Lifted customer satisfaction from 70% to 85% through provider directory update project.

Cut network downtime 18% and order processing 66% via hardware and software upgrade.

Headed digital marketing project and physical building remodel.

### TOP TALENTS

Leadership ▪ Strategic Planning ▪ Agile Project Management ▪ Program Management ▪ Program Governance  
Stakeholder Relations ▪ Reporting ▪ Change Management ▪ Negotiation ▪ Risk Management ▪ Resource Management  
*Microsoft Office ▪ MS Visio ▪ MS Project ▪ SAP ▪ Clarity ▪ Emptoris Contract Management ▪ Retail POS Software*

- ✓ **Deadline-driven, hands-on shepherd** of predictable, consistent, and seamless project execution.
- ✓ **Proactive** in identifying and managing issues, impacts, and dependencies.
- ✓ **Articulate liaison and negotiator**, influencing buy-in among internal and external stakeholders.
- ✓ **Champion cross-functional collaboration** and a client-centric culture.

### EXPERIENCE

*Premier Wine & Spirits – Newtown, CT | Manning Liquor Shop – Milford, CT ♦ 2011 – 2019*

#### MANAGING PARTNER | OWNER

Drive consistent growth of 3% gross profit and 5% annual sales year-over-year, leading operations of 2 retail wine shops with combined \$1.4M in annual sales. Control \$1.25M annual budget. Hire, train, and oversee teams and resource allocation. Plan and steer execution of special projects and initiatives. Establish and refine policies and procedures. Build and manage vendor relationships. Head technology and customer relations.

- **Accelerated transaction processing; improved inventory accuracy, reporting, and system availability.** Explored and evaluated POS solutions, comparing costs and functionality. Selected owned vs. licensed system; purchased equipment directly from producer; personally installed for **total implementation cost 50% under projection.**
- **Revitalized sales, boosting store traffic and sales transactions 10%** by spearheading marketing campaign project. Researched high-impact marketing approaches for retail wine industry; planned and launched multi-channel campaign via direct mail, social media, and email; launched company website.
- **Grew in-store business, extended customer shopping time and lifted average sale 5%.** Conceived and led project to overhaul store's interior and exterior appearance, overseeing contractors, costs, and progress.

## *Aetna, Inc. – Aetna Health Networks, Northeast – Trumbull, CT ♦ 2007 – 2010*

### NETWORK CONTRACT MANAGER (2009 – 2010)

Governed proposal and contract negotiation process, leveraging pricing, financial analyses, and contract standards expertise. Prepared promotional materials and talking points for external members and provider communication.

Saved 5% on projected contract rate increase for physician practices.

Simplified proposal analysis process.

90% physician acquisition and renewal for state-funded networks.

**Marshaled project to** research medical practices' most common procedures and strategize attractive pricing structure that drove practice profitability and optimized Aetna budget.

**Built, trained, and equipped task force** to manage project for overhauling "Enhanced Rate Evaluation" procedure, producing accelerated cadence of tasks and streamlined approval process.

**Owned the client experience**, providing personalized service and navigating clients through the contract process through intensive communication.

### NETWORK CONTRACT PROJECT MANAGER (2008 – 2009)

Directed projects supporting contract management team as contract system applications subject matter expert and trainer of team of up to 20 members. Headed project governance. Analyzed provider proposals. Defined project success criteria and monitored progress, Outlined roles, responsibilities, decision rights, and escalation path for risks and issues. Led communication and reporting.

- **Garnered customer accolades** by powering project to update network provider directory. Analyzed SAP reports and guided account management team in verifying data; uploaded demographic files to update directories.
- **Streamlined contract execution, raised contractor efficiency, and eliminated claims reprocessing.** Spearheaded project to build dedicated team to load documents into contract maintenance software and defined processes.

### NETWORK ACCOUNT REPRESENTATIVE (2007 – 2008)

Resolved issues and handled contract maintenance via software. Submitted and followed-up on claims resolution projects.

- **Raised provider network integrity and expanded reach** by catapulting credentialing compliance from 60% to 90%+. Led project team in developing and analyzing reports on network providers not adhering to contractual requirements for credentialing; shaped plan to drive provider compliance.

## *Hancock Pharmacy – Stratford, CT ♦ 2003 – 2007*

### PROJECT MANAGER | NETWORK ADMINISTRATOR

Led medium to large-scale technical projects and 10-member team. Partnered with key executive sponsors and business stakeholders. Established project timelines and milestones. Identified and communicated project dependencies and impacts; led kick-off meetings, communications plan, change controls, and lessons learned; managed risks and issues.

- **Fueled system reliability efficiency**, enabling processing of higher order volume. Planned system upgrade, formulated budget, purchased equipment, and deployed new desktop and network hardware and software.
- **Gained \$30K, eliminated claims filing errors**, and secured payment for previously denied claims. Headed project to research denials; liaised with insurance companies to correct/resubmit claims; created claims filing checklist.

## EDUCATION

**Project Management Professional (PMP) Certification** ♦ *Project Management Institute (PMI)*

**Bachelor of Science, Computer Information Systems** ♦ *Quinnipiac University, School of Business – Hamden, CT*