

EXHIBIT "A"

CARLA J. JACKSON, PMP

PROFESSIONAL SUMMARY

Results-driven global **Project Management Professional (PMP)** with 15+ years leading large-scale complex program management efforts for IT-application development, systems integrations, business operations, and change management projects. Lead and manage cross-functional teams to re-align at-risk projects. An innovative change agent with an approach anchored in results driven management style that empowers practitioners to optimize their skills and knowledge. Analytical and decisive, skilled at creating and executing project plans, managing multiple projects, tasks and changing priorities. Expert in Waterfall, Iterative, and Agile life cycle methodologies.

- Project/Program Management
- Business Strategist
- Project Management Office (PMO)
- Change Management
- Business Process Improvement
- Software Release Management
- Financial/Budget Management
- Policy Implementation
- Strategic Outsourcing
- Mergers and Acquisitions
- Current/Future State Assessments
- Design Thinking

PROFESSIONAL EXPERIENCE

DXC Technology – Atlanta, GA

2020 – Present

Program Manager, Human Resources

Plan and manage projects aligning business goals with technology solutions to drive improvements, competitive advantage and bottom-line gains. Manage policy harmonization. Lead all phases of human resource technology projects and systems integrations.

Gude Management Group – Atlanta, GA

2018 – 2020

Program Management Consultant

Lead requirements definition and design for document management and control solutions for the More MARTA program and Georgia Department of Transportation.

- **MARTA** - Establish and manage a project methodology incorporating structures, standards, processes, documentation, and reporting. Develop and maintain processes to ensure project management documentation, reports and plans are relevant, accurate, and complete.
- **Georgia Department of Transportation (GDOT)** – Create and implement change management strategies and plans to maximize employee adoption and usage and minimize resistance. Develop training plans and training materials for the GDOT MMIP (Major Mobility Investment Program).

Intellinet – Atlanta, GA

2017 – 2018

Principle Consultant

Project manager for multi-million-dollar ticketing and payment processing implementations. Performed current state analysis of workflow processes, facilitated workshops to define future state process flow improvements, requirements, business rules and reports.

- **Serta Simmons Bedding (SSB)** - Collaborated with key stakeholders to define and interlock on requirements and deliverables for an automated payment and account management solution for business to business (B-to-B) and business to consumer (B-to-C) customers.
- **Herschend Family Entertainment (HFE)** – Developed requirements for a ticket management solution; performed vendor analysis and selection for the implementation of an automated ticketing solution.
- **International Hotels Group (IHG)** – Led efforts to identify and mitigate IT security risks.

IBM – Atlanta, GA**2007 – 2016****Senior Program Manager**

Directed cross-functional teams of 10-100 on-shore and off-shore teams for large-scale complex programs; with total contract value ranges of \$10M to \$250M. Managed IT projects for software development, process improvements, technology innovation, business partner engagement, organizational change management, and service delivery.

- Applied project management expertise to identify opportunities for process improvements, identified gaps, and formulated solutions, trained and implemented schedule management tools and quality improvement methods.
- Collaborated with key stakeholders to define program objectives, scope, deliverables, conditions of satisfaction and success measurement criteria supporting transformation and governance.
- Managed project budgets created and validated proposal estimates.
- Led project management maturity transformation efforts that optimized project planning, schedule development and status reporting.
- Developed project schedule templates, work stream scope definitions, dependencies and deliverables for transition and transformation engagements, resulting in faster delivery of high quality, executable schedules.
- Led the migration and data validation efforts to MS Project Server 2013, resulting in a successful cutover.
- Identified and addressed schedule quality deficiencies to Project Managers; created standard operating procedures contributing to training and development of application owners and project managers.
- Implemented a dependency management process, interlocking critical external dependencies and deliverables, status reporting, and resolving date slippages. Consulted with application owners and project managers, developing custom reports, validating, and communicating project status to executive leadership.

IBM, Atlanta, GA**Senior Business Analyst****1997 - 2007**

- Developed on-boarding and compliance tracking solutions that streamlined resources acquired through mergers and acquisitions.
- Performed cost-benefit analysis, delivering recommendations for services and software selections.
- Managed Helpdesk projects for internal and external clients with a support staff of 8 to 25, providing guidance on Microsoft Project schedule development, execution, and status reporting to project teams.
- Facilitated requirements' workshops, defined business rules, and business process flows to address and justify rationale for software and process improvement changes.
- Developed and executed training for user adoption and implementation as defined by project.

EDUCATION / CERTIFICATIONS

Bachelor of Science (BS), Business Administration, American Intercontinental University, Atlanta, GA

Certifications:

Project Management Professional (PMP); Scrum Master Certified (SCM); Capability Maturity Model Integration (CMMI) Training; IBM Certified Senior Project Manager

VALUE-ADDED LEADERSHIP SKILLS

Cross-Functional Supervision; Team Building and Mentoring; Client Relations and Presentations; and Vendor Management