

CHRYSA CHAVES, SCPM, CSM

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PROFILE

- Experienced, Stanford Certified & Scrum Master Certified Project Manager with a technical background
- Project Management, IT and Sigma processes, Support & defect tracking processes
- Proficient managing multiple projects with cross functional teams
- Relationship management, Customer service, Department operations.
- Hands on PM extremely comfortable in all stages of project life cycle.
- Change management, Training & Communications, Department Operations
- Business Intelligence, Salesforce Reporting, Business Process Reengineering
- Project planning, Resourcing, Architecture, Business Requirements, Functional Design

EDUCATION & TRAINING

Bachelor of Science

Advanced Project Management Certification – Stanford University

CSM (Scrum Master Certification) – Scrum Alliance

Project Management at SUN - IPS

CPIM (Production & Inventory Management) - APICS

Sigma Training & Certification

PROFESSIONAL EXPERIENCE

Sr. Operations Manager / Sr Program Manager (Technology)

Jul 12 to Dec 13

Worldwide Legal Operations @ VMWARE INC., CA

- Brought VMware's Legal Department into the next century in a very short span of time, with automation of key processes. Improved department's efficiency and halved response times.
- Responsible for implementation and support of all IT projects (including Mergers & Acquisitions archive, FoundationIP-Patent reporting, DPL-Denied Parties Listing etc)
- Responsibility included final requirements, change management, user training and communications. Team members included business directors, lawyers / paralegals, tax, audit & security, and technical members. Budget over \$1.5M
- eBilling (CounselLink by LexisNexis). Successfully completed on time with 3 interfaces with Oracle EBS. 15+ team members including multiple vendors, consultants, law firms, remote developers and testers. Processes millions of dollars worth of invoices monthly.
- Enterprise Contract Management (Apttus on Salesforce). Project budget of \$1M, 12+ team members including remote Salesforce developers. Change management for 800+ users.

Sr. Project Manager

May 10 – Jun 12

IS&T, APPLE INC., CA

- Successful delivery of eBilling/Matter Management & Trademark projects
- Cross functional teams - Global Security, Legal, Procurement, Finance (A/P), Tax & Audit, IS&T groups
- Budget planning (upwards of a few million \$s, 12-15 contractors) and ongoing support

Operations Manager / Program Manager
GLN, SUN MICROSYSTEMS INC., CA

Aug 06 – Apr 10

- Tracking (and managing) group yearly goals & IT projects
- Responsible for all GLN tools requirements, development, testing and maintenance
- Represent Legal for all Legal's ECM (Enterprise Contract Management) requirements
- Business intelligence, business analysis - metrics, reports / graphs for Executive Management Group
- Ongoing Strategic planning to make sure group is aligned with company-wide and Legal goals
- Responsible for personnel transitions and resource allocation
- Business Requirements, Functional Design, Architecture for various GLN applications
- Business Process Re-engineering
- Mentor to junior project leads in other legal groups

Program Manager / Systems Manager
Legal Operations, SUN MICROSYSTEMS INC., CA

Jan 01 – Aug 06

- Managed all IT systems and budget for entire Legal Dept - legacy applications and new projects
- Managed team which included Project Co-ordinators, Contractors and Interns
- Responsible for Project Planning and Resourcing, Business Requirements, Functional Design, tools selection, implementation and support
- Contract Management, Document Management, eBilling and Matter Management applications
- Conducted IT project life cycle training for legal team representatives

PMO / Business Process Analyst / Designer
Manufacturing / Shop floor systems, SUN MICROSYSTEMS INC., CA

Sep 95 - Jan 01

- Managed the conversion projects of legacy systems to new applications
- Managed Project's RFE Process, Bug Integration Process
- ROI/Impact analysis/Effort of new requirements
- Business-technical liaison for manufacturing and shop floor systems
- Project planning, scheduling (using Enact) and identification of potential EOL applications
- Project planning for Oracle Interface Manager
- Oracle (RDBMS) with SQL on Solaris

Project Lead / Business Analyst
Customer Systems, COMPAQ COMP CORP HQ, TX

Jul 93 – Aug 95

- Serial Number Activation application and Billing system. Included liaison between various regions for generic implementation. Sybase (RDBMS) with SQL on Unix
- Customer Clearing House which included a corporate wide model for customer data exchange between various applications.

Project Lead / Technical Lead
International bank

May 88 - Jun 93

- Project Lead for Letters of Credit and Import Bills.
- Payroll & Personal Taxation System
 - Unify (RDBMS) with "C" as HLI on SCO Unix