

William Waters, CCIM

517 Glorieta Drive | St. Augustine, FL 32095 | 904-429-3892

Bill@williampwaters.com

Certified Continuous Improvement Mgr - Project/Program Management – MSI Credential ID 127416

Over 20 years of business process improvement, program management and project management experience in Information Technology, Finance and Marketing industries with a focus on customer relationship management (CRM) & LEAN methodologies. Strong project management experience utilizing Agile, Waterfall and custom, hybrid approaches, with proven ability to analyze business problems and drive change while implementing cost effective solutions.

CONTRACT-BASED EMPLOYMENT 2021 – 2024

Contract Project Management

- Bank of America (Insight Global), 2022 – 2024
Banking IT
 - Delivery Lead for Agile/hybrid execution of a multi-release program that presented client personal financial data to financial advisors' desktop application in accordance with banking privacy regulations.
- Crowley Maritime Services (TekSystems), 2021 – 2022
Nautical Logistics IT
 - Led multiple process improvement exercises allowing for streamlining of mandatory periodic fleet repairs.
 - Managed identification and reconfiguration of SharePoint libraries following corporate restructuring.

WATERS CONSULTING, LLC, 2018 – 2020

Contract Project Management

- Florida Blue Cross Blue Shield (SkillStorm), 2018 – 2020
Healthcare IT
 - Analysis and development for new Customer Experience platform to capture/store customer preferences and consents enabling Florida Blue to contact individuals for health and/or marketing initiatives in accordance with current HIPPA laws.
 - Integration of a Do Not Call registry platform between existing systems ensuring legal compliance with the federal and state Do No Call registry.
- Prudential Annuities (Atlantic Partners), 2018 – 2019
Business Process Improvement
 - Coordinated system enhancements to ensure legal compliance with the European Union's General Data Protection Requirement (GDPR).
 - Managed Annuities Regulatory Document process mapping and process flow gap analysis for the creation of annual Prospectus and Shareholder Reports. Process changes achieved 2 months' time saving in report generation.
 - Agile-based project support for a new broker/dealer/firm initiative launched in 2020.

TRANSIGMA PARTNERS, 2014 - 2018

Sr. Manager - Client Engagements

Consulting Engagements: – American International Group (AIG) Legal Division
 – General Electric Capital Corporation HQ
 – General Electric Capital Corporation Treasury Division
 – General Electric Global Operations - Legal Services

Financial Governance and Compliance

- Led data lineage assessment for GE systems used in Annual/Quarterly Federal reporting (CCAR, PPNR) for Basel III Regulatory Capital compliance.
- Mapped data input flows to determine “gold source” data for use in quarterly federal reporting exercises.
- Defined and developed the corporate communication/change strategy for rollout of McKinsey-defined Data Operating Models. Developed communication project plan via MS-Project, Planview and Collab, and reported progress at senior leadership meetings. Managed SharePoint documentation library.
- Mapped process flow for cloud-based Legal product offerings for AIG Legal Services. Defined staffing, Office365/ SharePoint integration, training/rollout plans in an Agile/hybrid environment via multiple sprint deliverables.

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THE RYAN PARTNERSHIP (now Epsilon), 2007 - 2013

Senior Interactive Producer (Project Management)

Web Development

- Establish scope and cost for digital marketing projects, with focus on delivering profitable, timely assets across multiple channels: websites – online media – print – email – social media.
- Worked within a matrixed and/or offshore environment to ensure digital program deliverables were met according to the approved project plan and notified key stakeholders of project progress or shortcomings.
- Personal Client List: Nestle Waters N.A., Energizer Personal Care, Unilever multi-brands, Purina, Callaway Golf

JUPITERMEDIA, 2006 - 2007

Senior Producer – Project Management, Creative and Design

Web Development

- Developed the initial design for new online/digital Program Management Office to introduce standard project management methodologies (SDLC/Agile) for an organization seeking constructive change.

THE ROYAL BANK OF SCOTLAND (RBSNB) - 2003 - 2005

Independent Consultant

- Performed program level planning and analysis for Marketing Dept of the bank's Credit Card Division.
- Trained project managers on proper project documentation for new and existing online marketing programs.
- Established effective PMO methodologies to lay foundation for future marketing programs and initiatives.

THE NASDAQ STOCK MARKET - 1998 - 2002

Program Management Office - NASDAQ Technology Services

- Performed project management and reporting functions for C-level officers to expedite the flow of systems into the production market arena.
- Served as Chief-of-Staff to EVP/CIO NASDAQ Technology, ensuring all action plans were executed according to specifications and all application development statuses were reported in a timely manner.
- Performed departmental audits and project reviews, analyzing issues and risks and ensured the proper process methodologies and NASDAQ "best practices" were in place.

Education: B.A. History, Marietta College – Marietta, OH

Professional Development:

Management and Strategy Institute: LEAN Certified Continuous Improvement Mgr (CCIM)

- Credential ID 127416

Learning Tree: - Advanced Project Management Tools - Project Management: Skills for Success

- Negotiating Skills for Business - Managing Difficult Employees

Project Management Institute: Project Management Fundamentals

Project Management Institute: Managing Multiple Projects