

Stephen J. Adams, PMP

Project Management Office

Analytical and award-winning professional; well-prepared to embrace new challenges in managing and finalizing all aspects of project/program lifecycles from inception to successful execution through innovative information solutions at global scale.

Stellar track record of leading top-performing teams to accomplish organizational milestones within defined time. Knowledge of defining processes/tools best suited as per requirements of each project as well as creating comprehensive project road maps, plans, and schedules. Excellent in project portfolio management, resource management, project methodology, root cause analysis, PMO tools/techniques, technology transformation, and IT service management. Demonstrated ability to address clients' complex queries and maximize their sales on consistent basis. Skilled in managing connected workforce solutions and deploying new call center systems globally. Success in gathering robust data, executing comprehensive analysis, and reporting to higher management for informed decision-making. Articulate communicator with exceptional problem-solving, multi-tasking, quality control, strategic/leadership, and management skills.

Areas of Expertise

- Project Lifecycle Management
- Strategy & Procedure Development
- Operations Management
- Quality Assurance
- Risk Assessment & Mitigation
- Client Relationship Management
- Budget Management
- Team Building & Leadership
- Contracts Negotiation
- C-Suite Engagement
- Performance Management
- Scheduling & Time Management

Career Experience

Senior Director Project Management Office, Zones LLC, Auburn, WA

2021 – Present

Enable and lead PMO transformation to support changing IT market demands via range of activities, including resource management, talent acquisition, PMO training, and insightful solutions. Forge Strategic partnerships with customer and internal stakeholders to expand brand reach.

- Maximized overall Portfolio margin through increased efficiencies and leveraging offshore teammates.
- Directed realignment of Service Delivery Organization in three months to meet new business offerings.

Various Management positions, Insight Enterprises, Tempe, AZ

2008 – 2021

Senior PMO Leader, Professional Services Manager (2017 – 2021)

Spearheaded all aspects of PMO activities from inception to successful execution, while delivering connected workforce solutions at global scale. Gathered required information and formulated engaging methodology, fulfilling existing and future needs of clients. Cultivated professional skills of 30+ personnel via interactive training and leadership skills.

- Played integral role in customizing deployment capabilities within short span of six months, enabling provision of new services in \$5.8B new market for Insight.
- Developed teammates through 1:1 coaching session and served as a developer and mentor for Services Management Certification program that trained 20+ new leaders.
- Attained and retained 70+ NPS repeatedly for four quarters, managing portfolio worth \$35M and increasing by 11% YOY, resulting in management of \$63M portfolio.
- Developed project team from ground up through mentoring and empowerment, leading to manage as huge as \$30M project per year.

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Professional Services Manager (2013 – 2017)

Delivered constructive input in range of PMO tasks, including project portfolio management, PMO workshops, and resource management. Collaborated with executives to administer portfolio worth \$50M on annual basis. Outperformed all assigned tasks and achieved maximum satisfaction and retention of stakeholders.

- Evaluated and uncovered fundamental issues, while initiating open communications and realizing milestones and expectations of clients.
- Guided sales teams and project solutions, leveraging effective communication skills and forging mutually-beneficial contracts, valued at \$10M.

Senior Project Manager, (2009 – 2013)

Steered project team and finalized project from inception to successful, execution. Monitored and accelerated progress of project at every phase. Owned control over portfolio of strategic accounts valued at \$6M in North America. Provided remarkable assistance in devising formal delivery methodology for managed deployments.

- Enabled deployment of Digital Menu Boards, facilitating world's largest fast-food chain and bolstering client sales by 5%.
- Developed, recommended, and deployed insightful tools and processes, optimizing operational efficiency related to financial forecasting by 28%.
- Acknowledged as trusted advisor, achieving increase of \$1M in services.

Project Manager, (2008 – 2009)

Played key role in planning and completing projects from infancy to successful execution. Managed and improved processes of all aspects of project, setting and achieving entire project scope. Oversaw project team, deliverables/resources, and project budget, garnering support of internal/external stakeholders to meet goals. Received requests from management to lead complex projects through outstanding performance.

- Delivered and deployed new call center system for Fortune 500 agricultural company within allocated time and 35% gross profit, resulting in \$500K in extra follow-on work.
- Improved skills of Project Managers with aim to develop trusted advisors and strategic partnerships, achieving optimum satisfaction and retention of clients.

Additional Experience

Director of Operations, Acquisition Logistics Engineering, Worthington, Ohio
CEO, InfoScribe Technologies, Beavercreek, Ohio

Education

Bachelor of Science in Electronic Engineering Technology | University of Dayton, Dayton, OH
Masters of Science in Computer Engineering | Wright State University, Fairborn, Ohio
Project Manager Professional (PMP) | Organizational Change Management (Prosci)

Awards

SUMMIT CLUB, Insight, 2015
Values Award, Insight, 2014, 2015, 2016
Excellence Award, Insight, 2015, 2016, 2017
Recognition Award, Insight, 2018 - 2021