

SENIOR-LEVEL TECHNOLOGY AND PROGRAM MANAGEMENT

Extensive experience leading project teams, global program development, PMO disciplines, and IT implementations in international markets.

CAREER PROFILE

IT and Business professional develops programs and leads teams in various enterprise software project implementations. Innovative and results-driven with extensive experience directing cross-functional teams from marketing staff to software engineers in market analysis, system integration, processes and infrastructure improvements and much more. With hands-on information technology experience and comprehensive knowledge of creating and implementing strategic plans to ensure sustainable and quality product and delivery, I have proven success in developing, managing and integrating advanced technology to support operational strategies and proven ability to merge technology platforms to structure a highly functional performance-oriented Technology organization. I have extensive experience in building communities (locally, nationally and globally) to foster long-term growth and viable engagement. I mentor students (K-12 and college), early career professionals and engaged in peer-mentoring in various educational choices, career paths, and transitions in their professional development.

HIGHLIGHTED CAREER ACHIEVEMENTS

- **Global Program Development:** Developed and launched global mentoring program digital portal, NetHope's Women's TechConnect, for women in developing countries. Providing resources, program information, news and events to women for increased awareness and involvement in technical fields.
- **Community Building and Engagement:** Manage extensive global community of technical women to foster support, mentoring and engagement. Increased membership by 110% from 2011 to 2015. Developed programs for mentoring, improving programming skills and increase engagement. Created partnership with Peace Corps to produce products developed in open source technologies.
- **Enterprise International Software Implementation:** Managed various vendors (Deloitte, Accenture, HP and Oracle) to successfully design network infrastructure and implementation for first release launch for connectivity between U.S. headquarters, Brazil, Mexico Data Center and India Development center to comply with CWAN traffic for Web Portal project.
- **Product Development:** Directed marketing strategies, business development plans, promotional activities, product development projects, and MARCOM generation procedures for first location-based mobile solution. Launched a location-based mobile product, gaining 30 clients and significant revenue in the first three months with pipeline of \$1M annual sales.

AREAS OF EXPERTISE

Relationship Building	Program Management Office	Cultivate Partnerships
Leadership	Social Innovation	Negotiation and Influencer
Community Development	Diversity/Inclusion Officer	Strategic Planning
Change Agent	Governance and Compliance	Team Building and Mentoring
Global/Virtual Team Management	Resource/Vendor Management	Open Source Technologies

PROFESSIONAL EXPERIENCE

ANITA BORG INSTITUTE (ABI)

2011 - Present

DIRECTOR, COMMUNITY ENGAGEMENT AND OPEN SOURCE PROGRAMS

- Reporting directly to SVP of Programs, manage a large community of men and women in various digital communities, engage members in our programs and develop new programs for sustainable membership growth.
- Successfully grown participation in open source programs from K-12 to college and industry. Manage 12 social impact projects and continuously increased participation in our Systems Google Summer of Code and Google Code In programs with students and mentors participating from 25 countries.
- Diversity and Inclusion officer managing and developing Systems sub-communities with culture and ethnic focus (e.g. Latinas in Computing, LGBT in Computing, Black Women in Computing and many more).

FOCUSGEARS

2009 - Present

SENIOR IT PROJECT MANAGER — TECHNOLOGY SOLUTIONS

- Contractor for various software projects and implementations.
- IT Project Manager for large enterprise global web portal implementation (>\$100 million) in multiple Central and Latin America markets. IT PMO for ePMO (Enterprise Program Management Office) for Chile and Mexico.

ROSARIO ROBINSON, MSc

Washington, DC Metro USA ▪ emailme@rosariorobinson.com

- Managed global teams located in Brazil, Chile, Argentina, Mexico, India (Chennai) and a dispersed team of U.S. developers (+220 project staff members)
- Managed complex projects for high-tech industries including Telecommunications, Mobile devices, Location-enabled technologies, CRM, Internet web applications and more.
- With extensive experience in project management, product lifecycle and a SME in software development and implementations, my services enable a high ROI with quality implementations and results.

TERRAGo TECHNOLOGIES, INC.

2006 – 2009

PRODUCT MARKETING DIRECTOR — MOBILE SOLUTIONS

- Result-oriented product management with on-time delivery to market delivering profit-driven revenue models (\$2 million+).
- Manage project portfolio of \$500k-\$3M plus and report to Vice President of Operations and C-Level Management team with complete P&L accountability.
- Established operational standards and implemented internal changes within nine months of beginning of assignment. *Operations improved efficiency by 30%* through access security measures, created effective business processes and data migration for easy and accuracy.

CONVERGYS

2005 – 2006

SENIOR CONSULTANT—TELECOMMUNICATIONS (Wireless and Cable)

- Managed project streams in wireless billing and 5,000+ hours in business to consumer web application for cable products, scalability testing, and hardware requirements.
- Analyzed financial business requirements for billing, taxation, adjustments and technical service. Full responsibility for onsite client and vendor management. Managed data integration for client BSS/OSS applications and hardware scalability.

JACADA

2004 – 2005

SENIOR PRODUCT CONSULTANT—TECHNOLOGY

- *Project manager of CRM integration project for leading provider of outsourced communication solutions for Fortune 1000 companies that streamlined business processes of global contact centers.* The technology challenges alone influenced the project temperament and allowed the multi-faceted project team to cohesively deliver a product that reduced call response time and streamlined workflow process of agents.
- Managed multiple simultaneous CRM projects for J2EE implementation with BEA Server and Weblogic as underlying framework. Delivered all portal projects on scheduled and at budget. Managed consultants and developers in multiple remote locations including offshore. Negotiated hardware, software, resources and financial agreements with customers to remain on schedule.
- Clients include: Cox Communications (Telco), West Corporation (Call Center), Uline (Shipping), Morgan Stanley (Finance)

EDUCATION

Certificate of Project Management, Kennesaw State University (*Actively seeking PMP*)
Master of Science Mathematics, Georgia State University
Bachelor of Science Mathematics, Savannah State University

INDUSTRY CONSULTS

Gerson Lehrman Group

Council Member at Gerson Lehrman providing consultation for industries in wireless markets, mobile technologies, geographic information systems and software development.

Guidepoint Global Advisor

Industry Advisor for high-tech industries and software development.

Thomson Reuters

Reuters Insight Community Expert offering expertise in web applications, wireless billing and mobile development.

COMMUNITY INVOLVEMENT

Anita Borg Institute, Systers, Black Women in Computing, Filipinas in Computing, Asian Women in Computing, Grace Hopper Celebration of Women in Computing, ACM Richard Tapia Celebration of Diversity in Computing, NetHope's Women's Tech Connect, Open Source Communities and The Nordics Go SoCap Tour.