Robbi M Walls, PMP, PBA

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PROFESSIONAL PROFILE

Results driven, PMI-certified Project Manager and Business Analyst with 12+ years' web development experience. Recently earned certificate in Full Stack Web Development. Strong process skills with an ability to understand and work within the big picture due to project management and technology experience. Known for taking initiative, being collaborative and team oriented.

Relevant skills and experience include:

- Analytical problem solving, decision making
- Highly experienced in matrixed organizations
- Process Improvement, Change Management
- Organized, detail oriented
- Manage multiple tasks/projects simultaneously

- Track record of successful projects
- Customer service and relationship management
- Stakeholder and requirements management
- Agile and Lean principles and processes
- Waterfall project execution

WEB DEVELOPMENT TOOLS

HTML, JavaScript, CSS, jQuery, Bootstrap

Handlebars, ES6

APIs, JSON, AJAX, React.js, C#

Node.js, Express.js, MVC, User Authentication

Git, GitHub, Heroku

MySql, MongoDB, Firebase, ORMs (including.Sequelize)

PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS

Duke Energy   2005 - Present

- Project Management & Construction (PMC), Senior Business Analyst (6 years)
  - SharePoint Administration
  - Established PMC Training Advisory Group with top department management. Chairing group and bringing process and procedure to extensive department training and qualification. Designed and implemented streamlined training assignment process and tracking procedure, introducing accountability and analysis to ensure compliance with safety standards and industry regulations.
  - Milestone and goal tracking for short term incentive.
  - Workforce Management and Staffing assessments and plans.
- New Media & HR Operations: Web Specialist (6 years)
  - Pre- and post- company merger intranet integration involving collaboration between legacy IT teams and content owners and AON Hewitt. Extensive training and change management throughout the enterprise.
  - Designed and delivered training program for 200 SharePoint content owners.
  - Functional lead on 10-month project to migrate employee intranet to SharePoint with complete content redesign. Named by Nielsen Norman Group as Top 10 Intranet World-Wide.
- Customer Service: Credit Specialist (2 years)
  - Earned Torch Awards in 19 of 24 months for achieving excellent quality call statistics and evaluations.

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Alcazar Check Cashing
- Small business owner & manager (2 years)
  - Started business from scratch. Implemented software systems; negotiated vendor contracts and navigated licensing and permitting regulations. Managed day-to-day operations and staff.

International Business Machines (IBM)
- Hardware Group: Project Manager (1 year)
  - Managed a 15-member Product Development Team responsible for developing new hardware and software products. Delivered new xSeries Appliance Server – on time and within budget.
- Software Group: Project Manager (3 years)
  - Lead successful delivery of customized versions of web-banking for Bank of America, Michigan National Bank and Washington Mutual Bank.
- Software Group: Web Designer/Project Lead (2 years)
  - On time and budget delivery of major web-based banking product.

EDUCATION

Masters Certificate - Project Management	IBM/George Washington University
Bachelor of Arts	UNC Chapel Hill

CERTIFICATIONS

Full Stack Web Development Certificate	UNC Charlotte
Certified ScrumMaster	Scrum Alliance
Professional Business Analyst (PBA)	Project Management Institute (PMI)
Project Management Professional (PMP)	Project Management Institute (PMI)

COMMUNITY INVOLVEMENT

Duke Energy Volunteers in Action

TreesCharlotte Treemaster

Sustain Charlotte Volunteer

National Drive Electric Week Volunteer