

## **Sydni Powell, PMP**

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### **EXPERIENCE**

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#### **Lumen Technologies**

October 2021 - November 2023

##### **Lead Program Manager**

Los Angeles, CA

\$11.1MM portfolio of Contact Center programs in CenturyLink Mass Markets

Key Skills: Strategy, Change Management, Facilitation, Executive Communication

- Oversaw intake, acceptance, and prioritization of projects ranging in complexity from 3-month process improvements to multi-year SAFe Agile IT efforts; measured KPIs including NPS, OPEX/CAPEX using Qualtrics and Power BI
- Mobilized subject matter experts in customer resolution, systems administration, sales, and product management to transform the portfolio from maintenance to a best-in-class digital customer experience; served as primary strategic liaison to Vice Presidents and stakeholders in readouts and brainstorming sessions
- Created in-depth business cases for the portfolio measuring ROI, forecasted expenditures, and preliminary program delivery timelines
- Migrated ~3,000 call center agents from on-premise workforce management technology to cloud-based application, resulting in \$9.8M in headcount avoidance

#### **Boingo Wireless**

March 2019 - October 2021

##### **Sr. Program Manager (2021), Program Manager (2019 - 2021)**

Los Angeles, CA

\$10MM portfolio of telecommunications construction projects in the Military Business Unit

Key Skills: Forecasting, Budget Management, Business Process Re-Engineering, Team Leadership

- Influenced SVP/GM of Military Business Unit to transition eight years' worth of key project data to a centralized PPM tool, decreasing report generation time by 75% and bettering data integrity for analysis and forecasting
- Drove 1,500 person-hour savings annually by designing and implementing standardized document approval processes, eliminating the need for manual, managerial reviews in weekly meetings across four organizations
- Reduced time spent pulling CAPEX data by 67% via Jira and Salesforce API-based automation, providing more accurate monthly forecasting and depreciation data to Accounting stakeholders

#### **J.D. Power**

January 2016 - March 2019

##### **Project Coordinator (2018 - 2019), Research Associate (2016 - 2018)**

Westlake Village, CA

\$5MM portfolio of Wealth Management and Lending projects for renowned market research firm

Key Skills: Project Plans, Scoping, Scheduling, Risk Management, Business Analysis

- Implemented PM fundamentals including scope, communication, and risk management plans; engaged in root-cause, potential problem, and opportunity analysis to identify systemic areas of improvement
- Conducted extensive data mining and KPI analysis using SPSS, Tableau, and Excel; created client-facing PowerPoint presentations and proprietary web platform dashboards for use by sales teams and leadership
- Mobilized international remote contractors from India and Singapore and performed quality audits of deliverables

#### **California State University, Northridge**

June 2013 - January 2016

##### **Information Technology Consultant**

Northridge, CA

Key Skills: Public Speaking, Business Writing, Curriculum Development, Instruction

Developed program objectives as member of inaugural award-winning team introducing tablet-centric teaching methodology to university curriculum. Represented the program at symposiums and to higher education professionals

### **EDUCATION**

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#### **Bachelor of Arts, Psychology**

California State University, Northridge

*Leadership & Honors:* Student Body President, Honors in Leadership & Merit, Outstanding Graduating Senior Award

### **CERTIFICATIONS**

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- **Project Management Professional**, PMP #2870408, Project Management Institute, 2020 - Present
- **Certificate of Completion**, Education for Leadership in Public Service, Panetta Institute for Public Policy, 2012