JON SILVER, PMI-ACP

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PROGRAM MANAGER | CLIENT SERVICES DELIVERY

PROJECT MANAGEMENT | PRACTICE LEAD | IMPLEMENTATION SERVICES

20 years of client services experience delivering new systems and feature improvements with global SaaS / Enterprise roll-outs. A trusted partner for digital transformation, implementation services and adoption best practices. Advisory analysis, proposal development and cost pricing. PMP Agile-certified Project Manager to coordinate teams, project planning and deliverables. A respected visionary leader who champions quality, value and customer success.

SELECT CAREER HIGHLIGHTS

- **Consistent promotion for expertise in multiple SDLC product releases of various scopes** and complexities for B2B Applications, Vendor Management and Procurement Systems. Implementations include ERP, CRM & Analytics**.** Sought after for special projects.
- **Led End-to-end Implementations for: University of Pennsylvania, American Express, Marriott Int'l**, Disney, PepsiCo, Kellogg, McKesson Pharmaceutical, Enterprise Holdings, Providence Saint Joseph Hospitals, True Value, et al.
- **Managed client services, end-to-end implementations, feature development, onboarding & roll-outs.** Stakeholder management**,** project scoping, estimates, resources and schedules for client implementation pipelines**.** Enhanced the customer adoption experience with technical expertise to bridge customer gaps.

AREAS OF EXPERTISE

- Implementation Program Development
- Project Planning & Execution
- Roadmap / Schedules / Reporting
- Risk Management / Gap Analysis
- Stakeholder Management
- Scoping / Estimates / Resourcing
- Cross-functional Team Enablement
- SaaS Digital Transformation
- Client On-Boarding & Enrollments
- Agile Cycles / Continuous Improvement
- Customer Training & Adoption
- Partner Advocate for Client Satisfaction

PROFESSIONAL OVERVIEW

ASSOCIATE DIRECTOR, GLOBAL SERVICES DELIVERY | CORCENTRIC, LLC **2014 - 2025**

Led a pipeline of SaaS platform implementations, custom module functionality & growth for key high-profile accounts.

Partner with cross-functional teams (analysts, product engineering & sales) with frequent collaboration to ensure client success.

- Led multiple SDLC product releases of various scopes and complexities with client system integrations in ERP, CRM & Analytics.
- Guided the customer journey and promoted agile practices internally for iterative improvements and release efficiencies.
- Grew the department to seven direct onshore reports and oversight of the offshore technical teams.
- CLIENTS: *University of Pennsylvania, American Express, Marriott Int'l, Alaska Airlines, Disney, PepsiCo, Kellogg, Edwards Lifesciences, Enterprise Holdings, Providence Saint Joseph Hospitals, Robert-Half, Blackhawk Networks, Endo Pharmaceuticals, et al.*

DIRECTOR OF PROJECT MANAGEMENT | MOMENTUM DESIGN LAB **2012 - 2014**

Product development focused on user experience & agile engineering. Led UX/UI design & software development for enterprise applications, SaaS, mobile & social networks. Oversight of concurrent projects with cross-functional in-house (& distributed) teams plus 3 project managers.

- Managed product roadmaps, feature development, testing, stakeholder management, scoping, estimates, resourcing, agency pipeline, servicing travel, finance, education, lifestyle & entertainment. *Product & design portfolio - http://jonsilver.carbonmade.com*
- CLIENTS: *Sony, FICO, Hasbro, Live Nation, K2 technologies, Stanford Hospital, One Legal, American Medical Response, John-Deere, et. al.*

SENIOR PRODUCER, EDUCATION | SCIENTIFIC LEARNING, INC. **2011 - 2012**

Developed SaaS learning platform for K-12 School Districts. Interactive educational modules adjust to individual level, track student achievement and create teacher-friendly reports. High-touch, multi-platform design with narrative & consumer branding. Wrote product specifications, road maps, implemented Agile process, created schedules & budgets.

- Managed product design and development, daily scrums, publish live updates and present weekly reports to the executive team.

SENIOR DIGITAL PRODUCER, ENGAGEMENT | MATTEL, INC. **2009 - 2011**

Managed online digital engagement, translating iconic toys (Barbie, Hot Wheels, etc.) into digital play. Design & develop web apps, websites, content systems & experiences for brands. Led network game serving, analytics tracking, loyalty programs, promotions & marketing strategy.

- Conceived / built the Mattel Games Portal to drive brand awareness and site traffic, increasing DAU's, player acquisition and retention.
- Developed wireframes, specifications, budgets; Led dev teams, consumer testing. Grew portfolio to markets and global platforms.

EXECUTIVE PRODUCER | SNAP TV INC. **2004 - 2009**

Market research, content acquisition & creative lead for new product development. Built pipelines for rapid prototyping, testing & speed to market. Launched more than a dozen titles featuring both original IP and licensed properties.

EDUCATION, CERTIFICATIONS, AWARDS & TECHNICAL EXPERIENCE

B.A. Communications, UNIVERSITY OF CALIFORNIA, SAN DIEGO, CA

PMP Agile Certified Practitioner (PMI-ACP), Lic #1698872, PROJECT MANAGEMENT INSTITUTE

Tools: Salesforce, Gainsight, Smartsheet, MS Suite, CoPilot, Excel, G-Suite, Gemini, BaseCamp, Visio, Agile, SCRUM, Atlassian, JIRA, Kanban, Confluence, ActiveCollab, SharePoint, CRM, ERP, Metrics Analysis CMS, JavaScript, XML, Postman, JQuery, Microsoft SQL Server, MySQL, SVN, GitHub