

Joanne M. Ferreira, PMP

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PROFESSIONAL OVERVIEW IT Project Management Professional with demonstrated experience in large scale infrastructure build and relocation projects for global financial institutions. Over 15 years of experience in projects ranging from major trading floor relocations to IT disaster recovery planning and metropolitan area network upgrade for a municipal government. Design knowledge and experience in relational databases. Displays outstanding leadership abilities. Exceptionally organized and detail-oriented.

PROFESSIONAL EXPERIENCE **Canadian Imperial Bank of Commerce (CIBC)** **New York, NY**
Sr. IT Project Manager **Jul 17 – present**

- Reports directly to the Managing Director & Head of International Technology
- Primarily responsible for the planning and implementation of CRE infrastructure buildouts, decommissioning, and building electrical maintenance activities as they impact Data Centre(s) and campus sites' technologies.
 - Designated as the primary PM for all US sites (Capital Markets & Wealth Management).
 - Acts as the prime contact for International CRE projects in the UK and APAC.
 - Chairs data gathering requirements and various planning and status meetings.
 - Creates and executes communication and implementation plans.
 - Updates project status in Enterprise PM tool for executive and team reporting.
 - Ensures various technology workstreams adhere to Enterprise standards (information security and infrastructure standards) in their planning, design and implementation.
 - Coordinates logistics for all resources and tasks throughout project.
 - Plans for external & internal resources and vendor management.
 - Assists team with funding approval for procurement activities.
 - Performs Enterprise Change Management duties as required.
 - Occasional travel to the parent bank for major initiatives planning.
- Responsible for the migration and upgrade of WAN circuits in all US sites.

Align Communications, Inc. **New York, NY**
Project Management Consultant **Jul 04 – Jun 15**

IT Project Manager – Technology Relocation

- Managed the technology disciplines involved in the planning, designing and implementation of multi-phased relocations of various global financial firms' IT systems ranging from 125 to 3,000 personnel:
 - Project scope included the build-out of 40,000 sqft to 95,000 sqft trading floors housing 450 to 1000+ traders. Relocation headcount of up to 350 traders per move.
 - Coordinated Corporate Real Estate activities with technology disciplines (networks, trader and non-trader voice & desktops, AV, connectivity, cable infrastructure).
 - Reviewed user technology requirements, trading desktop requirements and layout configurations with users and client IT staff.
 - Inventoried all existing hardware impacted by the relocation.
 - Oversaw and reported on trading desktop builds and UAT status.
 - Provided weekend and post relocation support for all trading and non-trading moves.
 - Received accolades from RBS' Head of Global Banking Americas and the COO office for efforts during the seamless restack of approx. 1000 traders.
- Oversaw the planning and execution of the technology separation between global financial firms involving 50 to 500 trading and non-trading personnel.
- Analyzed and reviewed project plans for detail and accuracy. Monitored project schedule to meet IT deliverables.
- Responsible for resource planning and budget management.
- Tracked and managed issues, risks and dependencies to ensure timely resolution.
- Ensured processes complied with project management audit requirements.
- Chaired and documented IT meetings on project status with senior management and project teams.
- Utilized project tracking tools to collect and disseminate pertinent project information.

IT Project Manager – Application Remediation

- Managed application developers involved in the testing and certification of application readiness for the new desktop platform/build.
 - Project scope included coordination of 40-50 developers for approx. 280 applications to complete application remediation in a 2-month timeframe.
 - Held weekly status meetings with developers to track testing progress and reported metrics to senior management.
 - Attended daily scrum meetings with program leads to address testing issues.
 - Addressed app compliancy issues with developers and vendors in a timely manner.
 - Coordinated regression testing of successful unit-tested apps with QA team.
 - Managed and tracked app entitlements creation and change management tickets.

IT Project Associate - Technology Relocation

- Oversaw the technology planning, design and implementation of the multi-phased relocation of CIBC's IT systems and 1,700 personnel
- Analyzed and reviewed MS project plans for detail and accuracy
- Coordinated resource planning for inventory and relocation activities
- Supported consolidation project replacing 2500+ production servers with 1000 servers
- Designed MS Access database to centralize server information
- Analyzed build progress data to maintain and track project status and cutover dates
- Assess floor plan layout and technology upgrade requirements
- Coordinated work product of multiple teams to complete design plan

Client Projects

- 2013 | Clayton, Dubilier & Rice | IT Project Management
- 2012 | UBS | Desktop Transformation Program – Application Remediation
- 2011 | SAC Capital | Technology Relocation Project
- 2010 | Acxiom | Server Migration
- 2009 | Barclays / C12 Capital | Technology Relocation Project
- 2009-2010 | The Royal Bank of Scotland | Technology Relocation Project
- 2007-2009 | CIBC World Markets | Technology Relocation Project
- 2007 | Lord Abbett | Server Migration
- 2006-2007 | ING Financial Services LLC | Technology Relocation Project
- 2004-2005 | CIBC World Markets | Technology Relocation Project

TEKsystems, Inc.

Consultant

Vancouver, BC

Aug 00 – Jan 02

City of Vancouver

IT Project Coordinator

Jul 01 – Jan 02

- Introduced Project Management Methodology to the VanLink project which included the production of a project charter, project schedule and service level agreements
- Designed and developed documentation templates such as meeting agenda, minutes, issue logs, change control forms and purchase orders
- Prepared stakeholders, vendors and team members for 80 site implementations
- Tasked vendor developers and infrastructure engineers with project deliverables
- Maintained client support to ensure smooth post-implementation workflow

GT Group Telecom

IT Project Coordinator

Sep 00 – Apr 01

- Extensive use of MS Project to track, maintain, and report project schedule
- Assigned and tracked deliverables to business analysts and developers
- Responsible for logistics of meetings between several national offices
- Designated as the Project Coordinator for PMO in Vancouver office
- Assisted Director of Business Development in the development of IT scorecards

Vancouver Port Authority

Disaster Recovery Specialist

Aug 00 – Sep 00

- Analyzed client's business needs and emergency preparedness
- Consulted with users to determine mission critical functions and IT requirements
- Evaluated vendor proposals and made recommendations for awarding contracts
- Prepared emergency procedures in the event of a disaster

Centre for Education Information Standards and Services

Victoria, BC

Research Analyst

Nov 99 – May 00

- Designed database structures and entered research data using MS Access
- Compiled research results into reports and other presentation formats
- Validated, coded, and prepared survey data for analysis using SPSS

University of British Columbia

Vancouver, BC

Undergraduate Teaching Assistant

Sep 98 – May 99

- Subject matter included: Data Flow Diagrams (DFD), Entity-Relationship Diagrams (ERD), Object Oriented Analysis (OOA), and Integrated Definition Function Modeling (IDEF)
- Taught and led students in MS Access classes

COMPUTER SKILLS

- Databases: MS Access, Oracle; designed, developed, implemented database systems
- Languages: SQL, HTML
- Applications: MS Office Suite, SPSS, Visio, and AssetPoint

EDUCATION

University of British Columbia

Vancouver, BC

Bachelor of Commerce and Business Administration

Sep 95 – May 99

Specialization in Management Information Systems Program