

Christine Chamberlain

609 Gladiola Drive • Clarks Summit, PA 18411-2117 • Home: 570-586-3337 • Cell: 570-561-5685
ccchamberlain@frontier.com • <http://www.christinechamberlain.com>

AVP / VP / SR. PROJECT MANAGER

Business Operations -- Information Technology

Results driven Officer with a progressive management career accountable for P&L financials up to \$8.4 million, with year over year under budget. Successfully built high-performing teams of Project Managers (PMP's) and Business Systems Analysts that develop and execute targeted business initiatives to drive customer growth, achieve business objectives and generate revenue.

Very experienced in leading and negotiating sourcing / partnering arrangements including business process development, implementation and ongoing management of business requirements and key performance indicators. Highly effective executive leader with a proven history of building long-term relationships with internal and external customers by establishing a high level of confidence and trust. Inspires a shared vision with a keen understanding of business priorities and demonstrated expertise in rapidly advancing business goals to revenue-producing activities.

CORE LEADERSHIP QUALIFICATIONS

- P&L / Budgeting Control / Budget Forecasting
- Business Requirements Planning & Implementation
- Re-engineering Operations & Process Improvement
- Team Building / Talent Development
- Disaster Recover / Business Continuity
- Data Center Site Lead / Crisis Management

PROFESSIONAL EXPERIENCE

TMG Health, Inc., Jessup, PA

2011 – Present

TMG Health is the leading national provider of expert solutions for government sponsored health plans.

Sr. Project Manager

- Responsible for the coordinated management of the multiple projects to implement the Alineo application for a new Medical Management business unit.
- Vendor Management of the vendor/partner implementation team of PMPs and developers.
- Maintain continuous alignment of program scope with strategic business objectives top of mind.
- Build and retain credibility with stakeholders at several levels, internal and external to the organization, through regular dashboard reports and constant communications.

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MetLife, Inc., Clarks Summit, PA

1997 – 2009

MetLife, Inc. is a leading global provider of insurance, annuities and employee benefit programs, serving 90 million customers.

Assistant Vice President, I/T Enterprise Infrastructure

- Structured a strategic process development team incorporating ITIL & IT Service Management best practices that fit with MetLife's business goals and objectives. Defined, developed and implemented Incident, Problem, Change and Configuration Management for 6,500+ employees across all Information Technology. Closely guided by Gartner Group and Pink Elephant for ITIL / ITSM methodology.
- Developed Relationship Managers targeting business units' technology requirements. This team of 27 IT professionals translates business requirements in to technology implementations that follow proven best practices and enhance the overall workflow for the unit.
- Led a team of 8 Certified PMP® experts that provide project, program and portfolio management consolidation, alignment and oversight to the Project Management Offices and Project Managers.
- Integral member of the team that developed a Desktop Lifecycle Management program. Achieved an integrated approach to managing MetLife's PC and Blackberry assets through all the phases of the lifecycle, from acquisition to disposal. Cost savings of \$30+ million over the life of the three (3) year contract.
- Appointed Site Lead in 2007 of the Clarks Summit datacenter. This role is the single point of contact to represent all business units within the datacenter of 800+ employees, contractors and vendors. Defined and implemented the crisis management procedures for business continuity and disaster recovery.
- Key role in the successful outsourcing of multiple areas within the IT Service Desk with a ROI of \$4.25M.

Director, MetLife IT Support Desk

1997 – 2005

- Oversight responsibility for the daily operations of MetLife IT Service Desk supporting 65,000 end-users. Manage all SLA's and vendors handling the calls. Promote best practice support model following an ITIL methodology. People management of 125 Call Center Agents to promote MetLife Core values and develop talent for the future.
- Project manager for the transition of new business units to the IT Service Desk. This includes the integrations of new MetLife employees after purchase of company (i.e. New England Financial, Travelers and St. Paul Insurance). Multiple projects involved with these integrations including training on MetLife equipment, face-to-face discussions on areas of support and technology, working with transition teams at both offices to ensure all business is known and supported through the internal MetLife IT Service Desk.
- Developed a new Rewards and Recognition Program. Headed the team in 2004 that built an enterprise wide rewards and recognition program to service more than 2,500 MetLife employees. Worked with external vendor for awards development and technology process flow. Project came well under the \$100K budget allotted and created a very positive program that was well received and continues today.
- Consolidate IT support across the enterprise creating economy of scale and saving approximately \$300K per year in support costs. This consolidation culminated in to one centralized help desk supporting all MetLife.
- Created process and staffing efficiencies year over year, saving no less than \$500K each successive year.
- Appointed an officer in 2005.

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Computer Task Group, Inc., Buffalo, NY

1991 –1997

45 years' experience, CTG has a proven track record of delivering high-value, industry-specific solutions that provide real business value to our customers.

Transition Manager. Principally responsible for transitioning a new IBM Global Services Help Desk.

- Ground up creation of Level 1 IBM Global Services Help Desk for Metra-Health account to support more than 25,000 end users. Hiring and management of 72 Help Desk agents for various areas of support. Developed the training curriculum for support areas; including specific applications, OS/2 workstations, and customer service.
- IBM Customer Assistance Center. Level 1 and Level 2 support to provide telephone assistance to IBM internal customers experiencing problems with their mainframe connection, stand-alone PC's, and other technical problems. Typically handled 100+ calls per eight (8) hour shift.

EDUCATION / TRAINING

Smith College, Northampton, MA
Executive Women's Management Consortium

George Washington University, School of Business
Project Management

Video Technical Institute, Dallas, TX
Computer Aided Office Administration

PROFESSIONAL AFFILIATIONS

2011 Diversity Inclusion Award, TMG Health, Jessup, PA

Professional Women at MetLife. Executive sponsor of the Northeast PA Chapter

Local Inclusion Action Group. Executive sponsor for Clarks Summit Chapter

Susan G. Komen, Race for the Cure, Northeast PA Chapter