

Christine Chamberlain

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SUMMARY

AVP / Sr. Project Manager - Results driven Officer with a progressive management career. Accountable for P&L financials up to \$8.4M; year over year under budget. Responsible for managing budgets, forecasting, and monthly close activities, project headcount requirements, variance analysis, and long range cost/resource planning.

Successfully built high- performing teams of PMPs, BAs, SAs, 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 with 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.

EXPERIENCE

Sr. Project Manager, Cognizant, Inc; Jessup, PA — April 2011-Present

Manage several projects including the Annual Readiness Program to prepare TMG Health and its clients for the new plan year. Program consists of 165+ resources, 12 sub-projects of various functional / business areas with an approved budget of ~\$1.5M. Successfully developed Budget, Expense, Controls, and Forecasting tracking process to detail. Responsible for Project Portfolio reporting and analysis. Additionally responsible for project costing, including: accruals, invoice tracking, financial reports, invoice approval for resources using Clarity. Coordinated with PMO Lead, Senior and Executive Management in preparing ad hoc presentations using PowerPoint.

METLIFE, 1997-2009

Assistant Vice President, MetLife, Inc; Clarks Summit, PA — 2005-2009

Officer in charge of the IT Service Desk. Developed and implemented ITIL & IT Service Management best practices for the 6,500 IT employees. Implemented Incident, Problem & Change Management across the enterprise.

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Director, IT Enterprise Technology, MetLife, Inc; Clarks Summit — 1997-2005

Responsible for budgeting, forecasting, project cost and resources. Prepared financial summaries for Senior and Executive Management. Oversight of financial controls and systems focusing on monitoring, recording, forecasting and budgeting of project expenses. Performed scheduled variance/cost analysis. Responsible for project portfolio reporting and analysis.

Daily operations oversight for internal IT Service Desk supporting 65,000 end-users. Manage all SLA's and vendor agents handling 800K calls per month. Program Manager for the transition of new business units in to MetLife.

Developed new IT enterprise wide Rewards & Recognition program. Project Manager of project and worked with external vendor for awards development and technology workflow. Very positive program that continues throughout MetLife today.

Transition Manager, Computer Task Group; Buffalo, NY — 1991-1997

Ground up creation of Level 1 IBM Global Service Help Desk to support more than 25,000 end-users. Hired and managed 72 Help Desk agents for various areas of support. Developed the training curriculum for support areas of Customer Service.

EDUCATION

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

George Washington University School of Business — Project Management Professional

Video Technical Institute, Dallas, TX — Associates of IT Computer Office Administration

PROFESSIONAL AFFILIATES

2018 Mindfulness at Work, Cognizant, Inc., Jessup, PA

2011 & 2014 Diversity Inclusion Award, TMG Health, Inc., Jessup, PA

Professional Women at MetLife, Executive Sponsor Northeast PA Chapter

Local Inclusion Action Group, MetLife, Inc; Executive Sponsor Clarks Summit Chapter

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

¹ AVP, IT Service Management