KATJAMARIE GRAF

Product and Program Management | Six Sigma Black Belt | Scrum Master

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📍 Winter Garden, FL

EXPERIENCE

Director of Delivery
RCG Global Services – For the Walt Disney Company

12/2021 - Present
Orlando, FL

Leadership | Project Management | Project Orchestration

- **Promoted from Senior Manager to Director within one year.**
- **Diverse Project Leadership:**Oversaw 8 concurrent project teams driving application development, testing automation, customer experience and accessibility(A11Y) development.
- Spanned mobile app gaming (Disney's Uncharted Adventure on the Disney Wish), iOS and Android applications (My Disney Experience), employee (cast member) applications (ServiceNow), guest facing applications, and costuming applications for Disney Technology and Digital, Disney Cruise Line, and Disney Vacation Club.
- **Financial & Performance Management:**Handled project and program financials for over $15M portfolio, effectively aligning resources. Managed sales targets and performance, optimizing project outcomes.
- **Data-Driven Insights & Training:**Crafted dashboards and reporting mechanisms, fostering data-driven decisions. Developed training materials for new leaders and standardized processes for seamless project execution.
- **Process Standardization & Optimization:**Streamlined the Request for Proposal (RFP) and pursuit process, enhancing efficiency and effectiveness for account growth.

Principal Consultant
Ciber Global Consulting – For The Walt Disney Company

08/2020 - 11/2021
Orlando, FL

Enhancing Processes | UX Design | Cross-Functional Collaboration

- **Process Enhancement & Compliance:**Led collaboration with 13 teams including Finance, SOX, Pricing, Revenue Management, and Ticket Administration to establish SOX audit controls. Documented controls, ensuring compliance, and implemented metrics for performance measurement.
- **Strategic UX Design & Re-Branding:**Partnered with Pixar legal team for UX overhaul and re-branding of Disney's Property Control teams. Safeguarded Cars Movie assets for 33,000+ team members, ensuring Intellectual Property protection.
- **Digital Content Innovation:**Designed, tested, and launched 7 digital content spaces for 13 cross-functional teams. Boosted communication, reporting, and collaboration via streamlined dashboards.
- **Ticketing Platform Launch:**Led digital content documentation for new ticketing platform at Walt Disney World Parks and Resorts. Enabled seamless access to 48,000+ ticket products for 11,000+ users.
- **Data Insights Optimization:**Implemented optimization practices for accurate data reporting, enhancing decision-making and operational efficiency.

SUMMARY

Intro
Leader in Product and Project/Program Management with 13+ years of experience working within business strategy and analysis with skills in Agile, Data Science, and Process Improvement.

Led cross-functional team of 60+ project managers, analysts, software engineers, testers, and developers worldwide (Asia, South America, Europe, and US).

Reflection
Seeking a product, program, or project management position where I bring my collaborative skills and leadership in supporting your company's mission.

STRENGTHS

🗣 Effective Communications
Presents at over 100 meetings per month for close to 30 clients to improve documentation, design, and automation of processes by 75%.

👥 Leadership
Led teams as large as 100 professionals ranging from business analysts, data scientists, engineers, and developers with a portfolio of projects exceeding $900M.

🎯 Analytical Thinker
Analyzed databases and datasets of over 100K data records to produce automated dashboards and reports resulting in 80% process automation improvements.

📂 Strategically Organized
Created and implemented organizational roadmaps to improve change management and collaboration through clear communication with stakeholders.

EXPERIENCE

Business Process Architect
02/2020 - 04/2020

Tek Partners - For The Walt Disney Company
Orlando, FL

Program Leadership | Process Optimization | Cross-Functional Alignment

- **Strategic Program Leadership:** Guided Business Integration Program for Agile Teams, overseeing the implementation of PPM tools for 700+ Project Managers. Successfully unified Agile practices across 3 Disney Parks business units.
- **Executive Planning Facilitation:** Facilitated consensus-building sessions for Executives and Leaders of diverse expertise levels. Led discussions for effective rollout plans, embedding proper controls through BPMN, Scrum, Technical Writing, and Process Design. Enhanced decision-making and team integration.
- **Subject-Matter Expertise & Process Optimization:** Defined system guidelines as a subject-matter expert, optimizing technical processes. Elevating architectural practice maturity, these guidelines were executed within a remarkable two-month timeframe.

Director of Strategic Processes and Data Analytics
04/2019 - 02/2020

Global Widget
Tampa, FL

Digital e-commerce, Supply Chain, and Logistics Technologies

- **Data-Driven Strategy & Automation:** Guided data science and process engineering teams of six professionals in crafting a strategy that elevated report automation to an impressive 97%. This effort significantly improved company maturity by documenting 95% of manufacturing and engineering processes, a pivotal achievement that paved the way for venture capital funding initiation.
- **Pioneering Data Lake Implementation:** Initiated the establishment of the company's inaugural data lake, revolutionizing reporting for CTOs, Owners, and VPs. With a 90% automation rate, this self-service reporting tool utilized A/B testing methods to drive e-commerce strategies, facilitating transformative organizational changes.
- **Strategic Planning & Roadmapping:** Led the formulation of strategic roadmaps, adeptly navigating quarterly, annual, and new product optimization requirements. Ensured alignment with organizational goals, fostering agility and competitive edge.
- **Process Engineering for Revenue Surge:** Managed a dynamic team of 5 process architects, analysts, and technical writers across 25 lean six sigma projects. These efforts streamlined supply chain implementation for an extraction facility, contributing to an impressive $80M increase in company revenue.
- **Comprehensive Team Training:** Demonstrated leadership by training 225 team members on BMPN, Big Data, Process Mapping, AWS Architecture, and Regulatory guidelines (CCPA). Equipped the team with diverse skills, enhancing capabilities and overall performance.

Lead Business Analyst (Project Manager)
07/2018 - 04/2019

Walt Disney World Attractions Technology
Orlando, FL

Cast Member for The Walt Disney Company

- Managed the implementation of 5 projects with budgets of up to $5M (capital and expense) impacting a $500M revenue generating application.
- Led the replacement of a legacy application to Salesforce which resulted in $400M+ revenue impact for Travel Trade, Groups and Conventions, and Digital Applications.
- Served as Scrum Master for 35 international software engineering teams across 5 countries.

Principal Consultant
03/2017 - 07/2018

Ciber Global - Walt Disney World Attractions Technology
Orlando, FL

Ciber Global consulting for Disney Attractions Technology

- Managed 35 Agile Scrum software engineering and development teams across 5 locations and multiple time zones, including Tech Leads, Java developers, HTML developers, and testers in a variety of practices.
- Managed Agile tools such as Jira and VersionOne to identify team performance improvements then implemented strategy which increased efficiency by 35%.
- Collaborated with ~10 tech managers to forecast projects budgets of $8M.

SKILLS

Agile · Adobe Suite · AWS · CMMI · Confluence · CRM · eCommerce · ITIL · Jira · Lean Six Sigma · MS Office Suite · PMP · Process Mapping · Program Management · Project Manager · Reporting Tools · Salesforce · SAP · Scrum Master · ServiceNow · SQL/Python · Strategic Planning

LANGUAGES

English	Native	● ● ● ● ●
Spanish	Proficient	● ● ● ● ○
French	Beginner	● ○ ○ ○ ○

CERTIFICATION

Google UX Design Certification

Agile Scrum Master Certification

Customer Experience Professional

Certified Lean Six Sigma Black Belt
Lean Six Sigma US

ITIL 2011 Foundations

PMP Trained

EDUCATION

Chemistry (BS)
University of Central Florida
2007 - 2008   Orlando, FL

Chemistry (BS)
Oral Roberts University
2005 - 2007   Tulsa, OK

INDUSTRY EXPERTISE

Hospitality, Travel Trade, and Consumer
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EXPERIENCE

Sr. IT Business Analyst- Process Expert
08/2016 - 03/2017

HealthPlan Services
Tampa, FL

A subsidiary of Wipro
- Led the integration of the Capability Maturity Model for the development of a Quality Management System which improved 15 business units reach CMMI Level 5A compliance.
- Directed project team of 35+ to update processes for 40 carriers which improved efficiency by $2M in labor cost reduction.
- Collaborated with over 50 key constituents to manage the Business Continuity Planning and deploy tests for disaster recovery which improved recovery turnaround time from 1 week to 1 day.
- Led the improvement of data integration between ADP eTime Software and NICE IEX for HRBPs and the HRO which improved automation by 100% utilizing A/B Testing methods and Six Sigma Practices.

Business Process Improvement Manager
07/2015 - 07/2016

HealthPlan Services
Tampa, FL

A subsidiary of Wipro
- Led enterprise-wide initiative on Capability Maturity Model Integration for Services (CMMI-SEV) to transform the sales, retention, group insurance, call center and back office teams to a level 5 class A operation.
- Established and analyzed new Key Performance Indicators, staffing forecasting, cross-functional training curriculum and implementation to over 300 agents, and established new Standard Operating Procedures to measure current state performance.
- Led Smart Sync project to improve data integration between ADP eTime Software and NICE IEX for consistent reporting of PTO, Adherence.

Project Manager - Lean Six Sigma Black Belt
05/2010 - 06/2015

Walgreens Boots Alliance
Orlando, FL and Chicago,IL

Company Description
- Led multi-million-dollar DMAIC process improvement initiatives targeting; process optimization, implementation of Salesforce for Pharmacist Rx Intake Optimization, employee utilization, data analytics, and customer experience (UX).
- Reported project successes and opportunities to company senior leadership, at a Vice President and President level.
- Used Lean Six Sigma tools to map current-state processes and design future-state processes, conduct in-depth data analysis – including data collection, data analysis, and synthesis of data to generate key insights, and establish baseline metrics to create a competitive benchmark in order to reach conclusions using query languages to extract data, and knowledge of descriptive statistics.
- Developed business cases for continuous improvement across clinical and non-clinical lines of business including; defining requirements, managing stakeholders, validating designs (A/B Testing), and quantifying the financial benefits exceeding $11M in labor or resource costs.

INDUSTRY EXPERTISE

Healthcare, Wellness, and Insurance