

MICHAEL CONTALDI

DIRECTOR – CLIENT DELIVERY MANAGEMENT

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PROFESSIONAL OVERVIEW

Resourceful and growth-focused professional with 15+ years of experience in handling multi-faceted program projects. Adept at leading transformational initiatives, from strategy creation to execution and completion, while monitoring and reporting to stakeholders throughout a program's lifecycle. Track record of delivering software on-time while ensuring adherence with quality standards. Articulate communicator with strong business acumen and problem-solving skills.

SKILLS

Program & Project Mgmt	Strategic Planning	Consulting	Risk Mitigation
Implementation	Client Management	Pre & Post-Sales Support	Financial Mgmt
Scope Management	Agile & Scrum Methods	Service Delivery	Estimation & Planning

WORK EXPERIENCE

Avanade, Inc. (Accenture) | New York, NY

FEB 2022 - Present

Sr. Delivery Manager

Lead the delivery of contracted solutions at the program level. Oversee and lead development, implementation and maintenance of the program, including approval for the project's estimated schedule, effort, and cost. Provide strategic direction to all change management activities for project or programs. Participate in sales pursuits driving the solution planning and deal shaping process to help drive business value for our customers.

- Served as a key leader supporting both the client and internal delivery team, while having built strong credibility and trust with all stakeholders.
- Delivered a minimum 10% additional value while limiting project budget overrun.
- Identified staffing gap early and worked with appropriate teams to resolve before negative budget impact.
- Led successful off-prem to Azure migration under-budget by estimated 4% but delivering incremental value.

Verizon Communications, Inc. | Basking Ridge, NJ

DEC 2016 - FEB 2022

Sr. Manager, Program Management & Demand Management

Lead complex IT projects from conceptualization through completion with agreed time and financial constraints. Responsible for creating project plans, defining scope, and monitoring performance. Manage entire software development process. Evaluate client's feedback and institute necessary changes to meet expectations. Interact with clients at all levels and backgrounds from C-Suite to administrative.

- Negotiated a modified MVP release to derive optimal customer benefit, launch timing.
- Strategically shifted resources to accelerate late schedule but satisfy conflicting prioritizes and deadlines.
- Debuted a new project structure which became the catalyst for how projects operate within the organization.

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WORK EXPERIENCE CONTINUED

Ericsson (CENX, Inc.) | Jersey City, NJ

JAN 2015 - DEC 2016

Program Manager, Professional Services Software Delivery

Managed schedule and different aspects of program to produce seamless workflows. Evaluated product performance metrics and facilitated adjustments to ensure end-product meets business requirements objectives. Documented processes and uphold compliance with industry standards. Communicated effectively with product strategists, developers, managers, and vendors as well as explained complex technical issues.

- Facilitated in acquisition of new business projects from key customers and top global telecom providers by generating win-win situations for several corporate software and customer project implementations.
- Completed projects on schedule by creating achievable, mutually agreeable timelines.
- Steadily rebuilt trust with business by employing transparent communications; clearly delineating and conveying partnership strategies; consistently relaying, risks, progress, activation, and retrospectives.

Verizon Wireless | Basking Ridge, NJ

MAY 2012 - JAN 2015

Product Manager, Consumer Products

- Extended product tenure by 125% from seven customers per month to an average of 16.
- Reduced product churn by 10% while increasing activations for new product app within first few months.
- Led software strategy for development and user experience design teams

IT DevOps Manager, Operations

OCT 2010 - MAY 2012

- Provided end-to-end software release management to ensure efficient delivery of applications and upgrades required by business.
- Liaised with inter-departmental teams to focus on internal and external client satisfaction, efficiency, and flawless execution in the Service Level Agreement (OLA) and Operational Level Agreement (SLA).

EDUCATION

Rider University | Lawrenceville, NJ | MBA Coursework (3.42 GPA)
Rider University | Lawrenceville, NJ | BA in Business Administration (Cum Laude)

TECHNICAL SKILLS

Atlassian Jira & Confluence	Cloud Infrastructure	SLDC Lifecycle Mgmt	Microsoft Project
Google Suite	Dynamics 365	Smartsheet	HTML
Microsoft Office	Smartsheet	Omni Plan	Javascript

PROFESSIONAL DEVELOPMENT

Azure Fundamentals AZ-900 | Microsoft

Apr 2022