MICHAEL CONTALDI

PROFESSIONAL SERVICES & DELIVERY LEADERSHIP

+1 732-236-6666 | michael@contaldi.net | Flemington, NJ | LinkedIn.com/in/contaldi

PROFESSIONAL OVERVIEW

Results-driven and growth-focused leader with extensive experience guiding complex, high-impact programs from strategy through execution. Skilled at driving digital transformation initiatives, ensuring delivery on time, within scope, and to quality standards. Recognized for building trust with stakeholders, aligning technology with business objectives, and leading cross-functional teams to achieve measurable outcomes.

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) | Morristown, NJ   FEB 2022 - Present
Sr. Delivery Manager

Lead end-to-end delivery of complex technology programs at the enterprise level, integrating AI and Copilot tools to accelerate planning, risk analysis, and delivery insight. Oversee development, implementation, and lifecycle management with accountability for scope, schedule, effort, and cost. Provide strategic direction on change management and organizational readiness. Partner with clients as a trusted advisor while supporting sales pursuits, solution design, and deal shaping to maximize business value.

- 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, Technology Program & Portfolio Delivery

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.

WORK EXPERIENCE CONTINUED

Ericsson (CENX, Inc.) | Jersey City, NJ   JAN 2015 - DEC 2016
Program Manager, Analytics & Visualization Platform

Led the delivery of large-scale, cross-functional software initiatives for Tier-1 telecom providers, including a data and analytics platform that ingested data from multiple sources to deliver visual and predictive insights into critical network systems. Directed enterprise integration and deployment while shaping customer-centric feature development and strengthening stakeholder confidence through transparent communication.

- 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 Mobile Applications
- 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

Cloud Infrastructure • Microsoft Project • Smartsheet • AI-Assisted Development (Copilot, OpenAI) • Generative AI & Automation • Prompt Engineering • Jira & Confluence • HTML & JavaScript • Dynamics 365 (Leadership)

PROFESSIONAL DEVELOPMENT

Azure Fundamentals AZ-900 | Microsoft   Apr 2022