

## Susan E Deliberto

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### Project Manager

Skilled Project Manager with a history of successfully leading complex technical project implementations and customer onboarding. Resourceful and creative professional that utilizes collaborative nature to effectively gain consensus and negotiate with clients. Evaluates feedback, metrics, and market trends to develop and execute customer retention and growth strategies. Effective leader and team player that sets clear expectations and communicates with project teams in fast paced environments.

Six Sigma Lean Green Belt

Cross-functional Collaboration

Customer Retention

SmartSheets, JIRA, Confluence

Consensus Building

Customer Satisfaction

Salesforce, SharePoint

Customer Onboarding

Process Improvements

### Professional Experience

#### SaviLinx, Remote

August 2020 - Present

#### Business Operations Project Manager

Massachusetts Department of Family & Medical Leave. This program provides temporary income replacement to eligible workers who will be taking maternity leave, or are financially burdened by a serious illness or injury, need to take care of an ill or ailing relative, and for certain military considerations. The role of the BOPM is to develop a sustainable plan for the implementation and ongoing operations of The Department of Family & Medical Leave contact center.

- Create a lean workforce reduction strategy to ensure operational efficiencies; during which I implemented a cost savings of over \$100,000 in the second year of this multimillion-dollar government program
- Research and implement optimal character recognition (OCR) automation technology for the mailroom and back-office operations
- Develop and oversee standardized operational procedures and documentation repository
- Work with the business and technical teams collaboratively in a blended waterfall and agile environment to accomplish quarterly objectives
- Collaboration with the State Government Ombudsman office officials on data extrapolation & reporting
- Managing the IVR in multiple languages, hiring voice talent and planning for change management

#### Becton Dickinson, Remote

August 2016 - October 2019

#### Lead Project Manager

Provided leadership and support, in-person and remotely, to cross-functional teams in executing on a diverse portfolio of complex global medical products through resource and asset management. Ensured end to end customer satisfaction through rigor of product deployment processes and control procedures. Maintained strong and clear accountability for operational and program success.

- Created lean process improvements, increasing order efficiency and accuracy, globally.
- Organized and successfully executed 4 new multi-million-dollar projects in half of the typical project timeline through collaboration with internal and external teams, attention to detail, and a positive attitude.
- Proactively identified strategic growth opportunities to sales team members and aided in customer satisfaction by recognizing portfolio solutions during customer onboarding and negotiations.
- Led 10-12 project teams consecutively, consisting of 50-70 people according to Project Management Office guidelines, on 6-12 month implementation cycles.

**MaineHealth, Remote****January 2016-July 2016****Technical Project Manager**

Planned and oversaw multiple PMO identified projects to ensure completion in a timely fashion and within the allocated budget. Utilized designated project resources and change control processes and prepared budgets and communication through quarterly stakeholder updates.

- Successfully implemented a new Linear Accelerator project in under five months, leading project teams across four sites. Received customer and stakeholder kudos for outstanding work.
- Worked with the Center for Tobacco Independence to establish and deploy a new automation process for onboarding clients and tracking patient progress.

**IDEXX, Westbrook ME****August 2012-November 2015****Scrum Master, Corporate and Strategic Account Management**

Provided Account Management and served as a liaison for IDEXX's top Corporate Accounts. Served as a project manager, leading the planning and execution of hospital expansions and coordinating growth opportunities. Secured resources and coordinated the efforts of team members and consultants to deliver projects, define the project's objectives, and oversee quality control throughout project life cycle.

- Ensured technology investments generated the highest value and adhered to best practices and proven Agile and Waterfall management methodologies to promote continuous information operations and the integration of new value-added information technology.
- Developed, organized, and implemented IDEXX's corporate accounts standard operating procedure guidelines, customer service level agreements, and standard work instructions for the customer service teams supporting this unique, elite, group of customers.
- Established a strategic multi-site onboarding and upgrade process for corporate accounts globally.
- Facilitated change management for corporate and strategic accounts during highly stressful transitions, competitive displacement, and/or hospital software and hardware upgrades.
- Created merger and acquisition implementation guidelines and work streams.
- Consulted with Subject Matter Experts (SMEs) to aid in gap analysis, customer process improvements and product enhancements.

**Combined Insurance Company of America, Remote****September 2009-July 2012****Territory Manager**

Led, developed, built, and managed a team of agents, generating sales to new customers and service to current Combined Insurance policyholders. Championed new sales objectives and taught the art of cold-calling. Travelled to and from home office for management and product trainings including public speaking engagements.

- Exceeded production and activity standards set by company and obtained multiple Grand Diamond Awards for sales of \$10,000 or greater in a quarter.
- Coached team to desired behaviors and met annual sales objectives for the southern Maine territory for three consecutive quarters.
- Created customized insurance programs to suit individual customer needs and developed clientele by networking to find prospective clients.
- Developed marketing strategies to compete with other individuals or companies who sell supplemental insurance policies.

**Education****Bachelor of Science, Commercial Business Management**

Lock Haven University of Pennsylvania

*References Available Upon Request*