

JILL MARCOTTE, MS, PMP, MT

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DESIRED ROLE: SENIOR PROJECT MANAGEMENT LEADERSHIP ROLE

Innovative project management leader with experience identifying process, technology, and change management improvements to support successful on-time project implementation. Exceptional at translating clients' software and technical needs into relevant strategic guidance to utilize while working with appropriate resources and cross-functional teams to drive positive customer engagement, define appropriate implementation opportunities, and build positive customer relationships. Demonstrates strong leadership, negotiation, strategic thinking, and creative problem-solving skills. Proficient in Microsoft Office Suite, and advanced Microsoft Excel.

CORE COMPETENCIES

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|---------------------------------|-------------------------------------|----------------------------------|
| ✓ Technical & Analytical Skills | ✓ Engagement Management | ✓ Project Leadership |
| ✓ Customer Success Solutions | ✓ Engaging Presentation Style | ✓ Creative & Innovative Thinking |
| ✓ Team Collaboration | ✓ Strategic Planning/Implementation | ✓ Relationship Building |
| ✓ Meeting Facilitation | ✓ Written/Verbal Communication | ✓ Exemplary Customer Service |
| ✓ Project Management | ✓ Business Process Improvement | ✓ Team Training & Development |

PROFESSIONAL EXPERIENCE

Harris Bizmatics, Ottawa, ON
PMO Manager

6/2021 – Present

As an accomplished PMO (Project Management Office) Manager, I have a proven track record of organizing and implementing successful execution of projects within the healthcare ambulatory space. With a deep understanding of project management methodologies and a strategic mindset, I excel in establishing and optimizing PMO frameworks that elevate organizational efficiency and drive project excellence. My expertise is illustrated with defining governance structures, standardizing processes, and nurturing cross-functional collaboration. I have a strong aptitude for aligning projects with strategic objectives, effectively prioritizing initiatives, and ensuring resources are allocated efficiently.

Accomplishments:

- Led process redesign and implementation of a project management system that has resulted in a 40% decrease in project start to close.
- Led integration initiative of sales data into a project management system in order to automate previously manual process.
- Established multiple cross-functional relationships to facilitate cross organization process changes.

Harris Healthcare, Ottawa, ON
Executive Project Manager

1/2019 – 6/2021

Oversee numerous projects through a complete lifecycle, ensuring deadlines, deliverables, and milestones are achieved in a timely manner. Contribute to the project management of a suite of integrated inter-operable healthcare solutions that span the entire continuum of health and social care for the organization. Continually communicate project status with clients and leadership to ensure high levels of customer satisfaction. Focus on delivering improved customer service outcomes and develop solutions for enhanced project delivery.

Accomplishments:

- Spearhead the creation of an internal copy of the customer system for testing scenarios.
- Currently developing a new Implementations Group Workflow for Implementations Consultants and Project Managers, applying Microsoft Teams and OneNote to streamline processes and significantly save time in daily

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Page 2 of 2

operations.

- Facilitate and lead weekly internal/external status meetings to verify clinical and financial customer needs are met during implementation of our electronic health records product before system go-live after definition and agreement on customer requirements for each project.
- Author weekly reports, both horizontally and vertically, to customers and leadership to communicate project status.
- Work closely with the development team to ensure customer needs are met through all project management phases using standard project management tools.
- Expertise in leading virtual high-performance implementation teams across multiple projects including management of up to 10 team members to meet on-time project go lives.
- Tenacious, analytical planner and problem solver who is objective, process driven and closely tracks forecasting and revenue projections. Excellence in reporting, issue communication and management of escalations. Expertise in generation of over \$135,000 in service opportunities and forecasting of over \$250,000 in revenue recognition in the first quarter of 2020.

QuadraMed Corporation, Reston, VA

10/2000 – 12/2018

Project Manager, 1/2014 – 12/2018

Responsible for implementation of healthcare software solutions, including multiple beta projects. Improved existing customer relationships with a focus on rapid issue resolution and focused project communication to open lines of communication with the customer base.

Accomplishments:

- Cultivated long-term, positive relationships with numerous customers.
- Applied excellent conflict management and resolution skills to de-escalate complex customer issues, delivering exceptional customer experience, resulting in a significant reduction in issue escalation.

Senior Technical Consultant, 10/2000 – 1/2014

Managed multiple system interfaces, including DFT transactions using vendor-specific and industry-specific software tools during client implementation and support. Resolved complex technical issues at the interface level to deliver peak levels of customer satisfaction. Served as Lead Interface on multiple client projects.

Additional Experience

University of Illinois at Chicago, Chicago, IL

Adjunct Professor, 2/2012 – Present

Instruct and evaluate students to align with course objectives. Maintain an online presence and engage with students via email and course discussion boards.

EDUCATION AND CREDENTIALS

Master of Science, Healthcare Informatics, University of Illinois at Chicago, Chicago, IL

Bachelor in Applied Science, Leadership Studies, Olivet Nazarene University, Bourbonnais, IL

PMI-ACP Certified #2936025, Project Management Institute

PMP Certified #1508155, Project Management Institute

MT Certified, American Society for Clinical Pathology (ASCP)