



# Donna L.K. Chiacchia

## Expertise

- ◆ Project Management
- ◆ Program Management
- ◆ Business Process Architecture
- ◆ Organizational Development
- ◆ Training & Development
- ◆ Business Operations
- ◆ Business Culture Transformation
- ◆ Mergers & Acquisitions
- ◆ Strategic Planning

## Client Network

- ◆ Dell/EMC
- ◆ DentaQuest
- ◆ Dimension Data
- ◆ Fidelity Investments
- ◆ FM Global
- ◆ Fresenius Medical Care
- ◆ HPE/SimpliVity
- ◆ Ingraham & Associates
- ◆ Massachusetts Medical Society
- ◆ MassHealth
- ◆ National Westminster Bank
- ◆ New England Journal of Medicine
- ◆ One America Insurance
- ◆ R.J. Walters, Inc.
- ◆ RBS/Citizens Bank
- ◆ Staples
- ◆ State Street Financial
- ◆ Takeda Pharmaceuticals

- ◆ Direct high profile, complex, cross-functional global initiatives of 50+ FTE, budgets \$100K to \$50M
- ◆ Transform budget and schedule challenged projects to cost effective, continuous improvement initiatives
- ◆ Design and implement profitability improvement solutions by engaging resources into a consensus building, results oriented team

## Top Accomplishments

- ◆ Directed the creation of an activity reporting system streamlining the delivery of financial and productivity data of five IT services companies from 4 days to 4 hours realizing \$1.4M annual savings and an 8:1 ROI.
- ◆ Directed the implementation of 90 business enhancements to a financial global exposure monitoring application in ten months with zero defects.
- ◆ Directed the migration of 130K+ Salesforce CRM records between two instances of Salesforce in 60 days
- ◆ Directed a business process quality enhancement project (LMS-Saba; DMS-VeevaVault; FYDO) to 100% complete in 13 months that had been operating for three years at 4% complete.

## Engagement Details

- ◆ **Industries:** Insurance, Information Technology, Pharmaceutical, Financial Services, Healthcare, Retail, Not-for-Profit, Publishing, Consulting, Training, Marketing, and Advertising
- ◆ **Applications:** Salesforce, Oracle Financials, SharePoint, Enterprise Reporting, Qstream (LMS), Vartopia, Zift, Inluitive, Moxie Customer Spaces, Brainshark (LMS), Saba (LMS) Survey Monkey, VeevaVault (DMS), erwin FYDO (Data Governance), TrackWise( QMS), Microsoft Professional Office, Visio, PowerPoint, Publisher
- ◆ **Methodologies:** SCRUM, SDLC, Waterfall, Agile
- ◆ **Tools:** Customized specific to client and project, leveraging HP - PPM Center, HP-QC, JIRA, Asana, Smartsheet, Wrike Project Management, Microsoft Project
- ◆ **Role and Compensation:** C2C or 1099 - Principal Consultant Program or Project Manager
- ◆ **Preferred Locations:** MA: Metro-West, Worcester, Greater Boston, RI: Greater Northern RI, Providence, Johnston
- ◆ **Soft Skills:** Organized, Disciplined, Analytical, Focused, Creative, Realistic, Compassionate



