

James Fisher

PROJECT MANAGER | IT & BUSINESS STRATEGY

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A professional account leader and project manager with over 12 years of solid experience in BPM, ECM and PMO processes, supported by a PMP certification and a SCRUM daily-basis performance. Specialized in corporate reorganizations, business processes, business modeling & re-engineering, workflow implementation expertise, M&A and IT projects' management, both in banking and utilities industries.

SKILLS

Project management Agile/Scrum specialist Team leadership Problem-solving abilities
Customer focused High capabilities managing workload Cross-cultural communication abilities
Stakeholders negotiation Lean IT expertise Plan, time and budget management
Dynamic and proactive Capacity for working in a multicultural team environment
Detail-oriented and organized

EXPERIENCE

Nov 2019 - Present

Advisor Project Management IBM Technology - CA

- Leads customer engagement to ensure that it meets all scope, time, budget and quality expectations, through planning, controlling and managing complex and multiple region projects.
- Manages corporate, customer and third-party vendor efforts to plan, sell and implement solutions to customer problems.
- Responsible for business as well as team management.
- Managed implementation of new technological improvements resulting in increased efficiency.

Feb 2017 - Oct 2019

Senior Project Manager Neustar Consulting, L.A

- Management of multiple on-going digital transformation programmes in Financial Services and Utilities sectors, leading onsite and distributed cross-border IT teams;
- Implementation of digital solutions on Client's premises, delivery of BPO services software and advisory with solid expertise in process optimization and advisory;
- Efficient management of project teams, schedule, scope, quality, budget and risk;
- Projects financial, operational and HR planning and control;
- Responsible for internal and external customer satisfaction;
- Preparation and presentation of project progress reports and steerings

Feb 2015 - Feb 2017

Project Manager – M&A Development Specialist General Electric, NewYork

- Manage the implementation of strategic business plans, with special focus on assets divestment processes;
- Provide operational, financial and strategic wisdom to the Board in accordance with the company's strategy;
- Network with all relevant stakeholders and supportive contact and consultancy for senior management in the implementation of strategic transformation projects;

- Manage strategic and re-engineering projects within the company so to optimize structures, resources and procedures.

Nov 2013 - Feb 2015

Project Manager – International Operations & IT

Fannie Mae, NewYork - US

- Co-responsible for the implementation of strategic international projects at Group Novo Banco, ensuring the development and sustained growth of its subsidiary in Macau, with special focus in:
 - Management, conception and implementation of new business lines (such as, POS, Cards, HomeBanking and Investment Banking), processes, IT software and organizational restructuring;
 - Conduct the Macau's financial activity, ensuring the provision of the services and financial resources necessary to achieve current and future business objectives;
 - Provided leadership and support for IT department.
 - Managed the implementation of new technological improvements resulting in increased efficiency.

Apr 2008 - Nov 2013

Operations & IT Business Specialist

Wells Fargo, L.A - US

- Development, and management of operational processes and core IT application's in order to increase and achieve back-office's efficiency
- Financial and operational planning and control, ensuring quantitative data's preparation and reporting, concerning the performance and control of the processes and activity developed
- Implementation and coordination of continuous improvement and BPM processes:
 - **Account Opening Workflow**, a document digitization and management software solution to relieve the validation of customers documents in account opening processes
 - **Corporate Credit Workflow**, a fully online platform to support the creation, approval and formalization process of bank's corporate credit proposals
 - **Corporate Actions module**, a cost-effective solution for the automation of all operative functions related with stock splits, dividends, m&a and rights issue's events

Sep 2006 - Mar 2008

Tax Advisor

Deloitte & Associados, NewYork - US

- Development of tax advisory tasks, such as due diligences, corporate tax returns statement's revision, redefinition of corporate internal/external business's operation in the best tax scope scenario and compliance regulations, on Tax – Technology, Media and Communications team. Main focus:
 - Corporate & property tax and International double-taxation
 - Group optimization structures and M&A due diligence processes

EDUCATION

Sep 2001 - Jan 2006

BSc in Business Administration

Nova School of Business and Economics

Expertise in Business strategy, Finance and Marketing

Aug 2004 - Dec 2004

Erasmus Exchange Program

Faculty of Economics and Business Administration - Universiteit of Maastricht




CERTIFICATION

Professional Project Management (PPM)
Project Management Institute
License - 5124554

COURSES

| | |
|----------------------------|--|
| <i>Oct 2016 - Oct 2016</i> | Agile Project Management and Coaching LinkedIn Learning |
| <i>Apr 2016 - May 2016</i> | PMP® Complete Certification ICAFI - NewYork |
| <i>Sep 2012 - Sep 2012</i> | Microsoft Project 2007 Project Management Net Graph Institute |

LANGUAGES

| | |
|---|--|
| English | Spanish |
|  |  |
| French | |
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HOBBIES

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| Cycling | Travelling |
| Football | Digital Content Reading |