

## **Deanna Troi**

**Address**

**Phone**

**Email**

**Website**

### **Jan 2009 – Present: IBM – Team Lead, Client Enablement Operations Team, Web Solutions Enablement (WSE) team**

Support Sales team, Project Managers, Solution Designers, and Development team for North American WSE projects. Responsible for 5 key areas on every project WSE team delivered: Support, Metrics, Testing, Business Controls, and Standards.

- Set a goal and achieved team response time to 95% of emailed issues from all clients to within 4 business hours
- Helped deploy 19 new Web workflow solutions with approximately 180 clients via the WSE application custom framework

### **July 2006 to Jan 2009: IBM – Project Manager, North American Web Solutions Enablement (WSE) team**

Establish WSE as a method of delivering customized solutions to internal and external customers. Develop original workflows and timelines for the team on how to deliver WSE projects. Deliver quality projects on time. Managed project scope by enabling change management for all projects. Enhanced team communications by learning team interpersonal styles and communication methods via regularly scheduled one on one peer and team meetings.

- Delivered on time and on budget two major and seven minor updates to IBM's Cisco Order Tool (COT).
- Reduced production issues by 80% by creating a test template and plans for multiple releases of five applications
- Achieved 100% on time deployment of over 15 releases with no severity one or two issues
- First team in the the world to implement B2B web services in an application.

### **Jan 2006 to June 2006: IBM – Quality Assurance Lead for US Common Commerce Engine (CCE) team**

Responsible for testing a major release of the code that runs the online sales portion of the ibm.com website. Provide regular reports on the status of testing to a global audience. Coordinate testers and test plans to ensure all portions of the code were thoroughly tested.

- Successfully executed all test plans on time. Generated daily defect tracking status reports for Senior Project Team

### **Dec 2004 to June 2005: IBM – Assistant Project Manager for the sale of PC division to Lenovo**

Assist the Project Manager for our department in preparing for the sale of the PC Division to Lenovo. Collect data for and create weekly status reports. Work with the various teams to assist them in determining the tasks they needed to complete for the transition.

- Consistently maintained a green status through project completion, delivering all objectives ahead of schedule

### **July 1999 to Dec 2004: IBM – Team Lead for US PC Essentials team**

Responsible for delivery of electronic data to the ibm.com team and the business partner catalog teams through three custom designed Lotus Notes applications. Collaborate with the local, worldwide and various country teams to agree upon requirements to deliver for the latest releases of the applications we used to deliver data. Interface with other business units to ensure that the database supports the underlying business processes. Create use cases and acceptance testing requirements for each localized release of our applications.

- Enhanced data delivery systems by assisting with the transition from a Lotus Notes based system to a DB2 based data warehouse.
- Reduced open tickets on data issues by 75% by implementing a new tracking system for announcement of product data.
- Saved department \$250K by completing transition and shut down of two of our major deliverables

### **June 1998 to July 1999: IBM – Data entry team for US PC Essentials team**

Responsible for entering data into custom designed Lotus Notes databases. Ensure accuracy and quality of data we delivered. Automate portions of my responsibilities where possible.

- Reduced time taken to input data by 90% by writing scripts that automated the data entry process
- Developed a repeatable system to update data on a daily basis ensuring 100% data accuracy

### **May 1997 to May 1998: Virtus Corporation – Marketing Systems Manager**

Responsible for developing and maintaining the sales force automation system that delivered leads to the sales team for making cold calls on a daily basis.

- Key input with sales and marketing teams to drive annual sales of \$1 million after designing, selecting and implementing an in-house sales force automation system for under \$1000.

### **Achievements/Certifications**

- Eagle Scout – 1988
- Duke Leadership Certificate – Fall 2003

### **Education**

- Bachelors degree, Computer Information Systems – Winthrop University