




APRIL BURKS, PMP, CSM, CSPO

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SENIOR PROJECT MANAGER PROFESSIONAL [LINKEDIN](#)

Results-driven Senior Project Manager with over 15 years of a proven track record of leading enterprise-wide initiatives, optimizing operations, and driving digital transformation. Adept at aligning cross-functional teams, managing multi-million-dollar budgets, and delivering high-impact solutions on time and within scope. Passionate about leveraging Agile, AI-driven automation, and cloud technologies to enhance business efficiency and scalability. Seeking to bring strategic leadership and innovation to a dynamic organization that values growth and operational excellence.

Key Skills

- Agile, Scrum, Kanban, SAFe, Waterfall, Lean, SDLC
- Strategic Planning & Execution
- Digital Transformation & Cloud Migrations (AWS, SaaS, PaaS)
- AI & Automation (RPA Implementation)
- Vendor & Contract Management
- Enterprise IT & ERP Implementations
- Cybersecurity & Data Governance
- Stakeholder Communication & Leadership
- Effective Decision-Making & Timely Delivery
- Risk Assessment, Mitigation & Compliance (HIPAA, GxP, GDPR)
- Process Improvement & Standardization
- Budgeting, Cost Control & Resource Allocation
- Change Management & Business Process Optimization
- Program & Portfolio Management

EXPERIENCE

SENIOR PROJECT MANAGER, METRUM RESEARCH GROUP - TARIFFVILLE, CT

Mar 2021 – Present

- Direct client-facing, high value AWS cloud application infrastructure onboarding, upgrade, and migration projects.
- Lead custom application development and cloud infrastructure onboarding projects through full SDLC.
- Manage program direction, interdependence, stakeholder communication, progress tracking, and conflict resolution.
- Develop detailed project plans, schedules, budgets, and resource allocations for small to medium IT initiatives.
- Standardize project management best practices, enhance efficiency and improve outcomes across the organization.
- Develop detailed project plans (WBS), budgets, resource allocations, and risk registers to ensure on-time, within-budget delivery.
- Drive implementation engagements by effectively influencing internal and external stakeholders for positive outcomes.
- Partner with stakeholders and product owners to align project goals, scope, and deliverables with strategic business objectives.
- Facilitate sprint planning, daily stand-ups, and grooming sessions to ensure collaboration and prioritize deliverables and tasks.
- Lead successful Go Live deployments, ensuring smooth transitions from development to production environments with minimal disruptions with post go-live support.
- Experienced in mitigating risks, addressing technical obstacles, and maintaining project momentum under pressure.

PROJECT MANAGER 5, (CONTRACTOR) WELLS FARGO - CHANDLER, AZ**Oct 2019 – Mar 2021**

- Oversaw a \$12M modernization initiative, upgrading legacy green screen systems to advanced infrastructure solutions ensuring seamless transition and enhanced user experience.
- Directed a team of 80, including Scrum Masters and technical professionals across onshore and offshore teams, delivering enterprise IT projects such as software development, system upgrades, and implementations.
- Delivered multiple releases on time and within budget, collaborating with product owners, technical leads, and vendors.
- Conducted risk assessments and implemented contingency plans, minimizing project risks and ensuring on-time delivery.
- Prioritized program initiatives to optimize resource allocation and ensure alignment with organizational objectives.
- Fostered seamless communication between leadership, stakeholders, and cross-functional teams, ensuring project clarity.
- Integrated various program components into a unified approach, maximizing efficiency and minimizing duplication efforts.

ENTERPRISE PROJECT MANAGER, DIGNITY HEALTH - PHOENIX, AZ**JUL 2016 – OCT 2019**

- Directed the \$2.5M deployment of Robotic Process Automation in HR, streamlining processes saving 800 FTE hours and reducing costs by \$50K per month.
- Coached and guided cross-functional teams to achieve on-time, on-budget project completion aligned with strategic goals.
- Oversaw Agile and Waterfall SDLC methodology teams, ensuring timely delivery of critical path deliverables.
- Successfully navigated technical complexities, dependencies, and setbacks by proactively addressing risks and implementing mitigation plans.
- Provided real-time updates to leadership through detailed project status reports, ensuring transparency and trust.
- Successfully managed multiple concurrent projects, effectively resolving escalations and prioritizing tasks.
- Communicated Go Live progress with key stakeholders, ensuring smooth transitions and alignment across teams.

IMPLEMENTATION PROJECT MANAGER III, DIGNITY HEALTH - PHOENIX, AZ**AUG 2013 – JUL 2016**

- Directed concurrent ERP IT projects, including large-scale high value software implementations and network infrastructure upgrades, ensuring adherence to schedules and budgets.
- Applied structured Waterfall SDLC practices to manage requirements, testing, and deployment.
- Managed vendor selection processes, maintaining strong vendor relationships to meet project specifications.
- Supervised cross-functional teams of 30 members, ensuring successful delivery of project milestones.
- Standardized processes and methodologies across initiatives, promoting consistency and efficiency.
- Facilitated collaboration among teams and stakeholders, driving open communication and knowledge-sharing.
- Successfully orchestrated multiple Go Live deployments, ensuring seamless transitions for high-profile clients.

PROJECT MANAGER II (CONTRACTOR), DIGNITY HEALTH - PHOENIX, AZ**AUG 2012 – AUG 2013**

- Oversaw execution of multiple program initiatives, ensuring alignment with organizational objectives.

- Oversaw multiple software implementation and infrastructure upgrade projects.
- Proven ability to resolve technical challenges, overcome setbacks, and keep projects on track.
- Spearheaded high value enterprise data migration projects, enabling seamless integration of EHR systems.
- Developed and executed comprehensive project charters, detailed project plans, and budgets.
- Led cross-functional teams through all phases of project planning, design, development, execution to deployment.
- Provided real-time leadership and troubleshooting during Go Live, quickly resolving critical issues.
- Evaluated resource workload allocation to maintain product delivery and performance quality.
- Identified and mitigated dependencies and obstacles that obstructed project progress.
- Coordinated work across multiple IT teams and systems to ensure smooth integration and timely delivery.

EDUCATION & CERTIFICATION

- Missouri State University
- ****Project Management Professional (PMP), PMI****
- ****Certified Scrum Master (CSM), Scrum Alliance ****
- ****Certified Scrum Product Owner (CSPO), Scrum Alliance ****
- Member, Project Management Institute
- Member, Scrum Alliance

TECHNICAL PROFICIENCIES

- **Tools & Software:** Microsoft 365 Suite, PowerPoint (Timeline), MS Project, Google Workspace, Slack, Box, Planview, PPM, Visio, SharePoint, ServiceNow, Project Place, Jira, Confluence, Lucid chart, Smartsheet, Teams, WebEx.
- **Platforms:** AWS Cloud, ServiceNow, PaaS, SaaS, EHR