

Lauren Montefusco

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Strategic Delivery Lead with 15 years orchestrating software deployments. Translates developer jargon and delights clients, blending organizational precision with technical depth. Leverages AI and taps into enterprise knowledge resources to drive end-to-end SaaS success.

Functions • Tools • Languages

Project Planning Schedule Development, Strategic Stakeholder Communication, Risk Management Framework, Use Case Refinement, Work Breakdown Structures, Dependency and Resource Management, Requirements Traceability, PMBOK Methodology, Change Management

Data Integration & AI Automation LM Studio, Claude, Llamas, ChatGPT, JavaScript, JSON, XML, REST APIs, cURL, SQL, Power Automate, Power Query, Power BI, M, VBA, Stable Diffusion, FLUX

Coordination Tools Jira and Confluence Sysadmin, AWS S3, Microsoft Project, Teams, Slack, Asana, Microsoft Dynamics, SharePoint, GitLab, Azure DevOps, Ivanti Heat, Redmine, Visio, Draw.io

Deployment & Operations Certified DevOps Practitioner and Scrum Master, Proactive problem solver, Deliverables Quality Assurance, Controls release and technical documentation, Tier 3 Support

Relevant Experience

Information Systems Consultant

AltView Analytics

Dec 2023 – June 2024

Huntsville, Alabama

- Led requirements discovery sessions with senior executives and operations stakeholders. Planned data migration from existing desktop solutions to cloud-based, SaaS applications.
- Left position to emigrate from the U.S. to Christchurch, New Zealand. Archived documentation, backlog, artifacts, and in-development Power Apps projects for successors.
- Established work breakdown structure and software epics. Initiated product roadmap and Jira backlog. Diagrammed and mapped functional modules.

Senior Solution Specialist, Software Project Manager

Deloitte Consulting LLP

Oct 2021 – Nov 2023

Washington D.C.

- United previously siloed development groups to lead development and deployment of highly tailored SaaS solutions in Microsoft Dynamics CRM and Power Apps. Coordinated across teams to collaboratively refine requirements, use cases, ticket backlogs, and user security roles.
- Led Deloitte's Project Management Office (PMO) in Jira governance optimization. Tailored development and release practices to streamline software deployment and communication.
- Authored quality assurance policies for \$240.5M contract providing Application Operations & Maintenance. Innovated processes and repositories for transparency and accountability.
- Built clear dashboards of development progress with automated email reports. Connected Jira output to Excel and Power Automate, parsing .csv files, JSON, and XML.

- Orchestrated user acceptance test events and executed end-to-end integration testing.

Enterprise Systems Architect

Dec 2019 – Oct 2021

Geeks and Nerds, GaN Corporation

Huntsville, Alabama

- Spearheaded successful audit of the company's Software Engineering Services Division. Analysed the performance of the full software development lifecycle across all dev teams, standardizing governance and tailoring DevOps processes as appropriate. Carried development, testing, and operations procedures into compliance with CMMI-DEV Level 3.
- Supervisor of knowledge management and publications department. Led 19-member internal process improvement task force. Authored and controlled standard operating procedures.
- Developed executive dashboards and data pipelines with JSON, JavaScript, HTML, CSS, Excel Power Query, M, Power BI, SharePoint Lists, Power Automate, and Plumsail Forms. This business development solution enabled contract wins exceeding \$171 Million in its first year.

QA Automation Developer

Jun 2017 – Mar 2020

Encompass Health Rehabilitation Hospital of North Alabama

Huntsville, Alabama

- Developed and tested 7 internal reporting tools with polished user interface designs and effective documentation using Power Query, Web Query .iqy files, and VBA macros. The automated reports' daily output supported 140+ employees across 3 departments.
- Streamlined coordination of credentialing process for 251 medical staff members.

Database Developer, Project Manager

Jan 2014 – Jun 2015

Foreign Language Services, FLS Inc.

Huntsville, Alabama

- Developed GUI-driven database with advanced custom forms in MS Access, SQL, and VBA.
- Eliminated overtime spending on contract administration. Developed software to digitise key business functions, such as generating invoices, contracts and schedules. Automated creation of over 1500 documents per month, which were previously created individually and manually

Technical Solutions Lead

Jun 2009 – Dec 2019

Joyful Pragmatics LLC

Huntsville, Alabama

- Conducted digital marketing research, tested web-based pipelines and marketing funnels, A/B testing, and served as sysadmin of client databases, CRM systems, and content platforms
- Coordinated localisation, translation, and interpreting services to reach multilingual audiences

Certifications • Education

Professional Scrum Master

2024

Scrum.org

SAFe 5 DevOps Practitioner

2022

Scaled Agile, Inc.

Certified CMMI Associate

2020

Developer Level 3, Capability Maturity Model Integration Institute

Bachelor of Arts – Spanish, Global Studies

2010

Middle Tennessee State University Murfreesboro, Tennessee

General Studies

2005

Vanderbilt University

Nashville, Tennessee