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# Richard Tesmer

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## Senior Director of Enterprise Project Management Office (ePMO)

Experienced PMO & Professional Services Consultant/Director with over 15 years of experience in the legal, real estate, oil and gas, and fintech industries. A proven track record of enhancing project planning, leading to a 30% improvement in delivery time within 6 months. Successfully managed mergers and acquisitions, streamlining operations for global teams in 9 months.

## WORK EXPERIENCE

### Project & Program Management

#### Summary of Management Skills

- **Strategic Project/Program Planning**
  - >Created measurable KPIs for the accountability of the enterprise programs for SAP, Salesforce, and SAP eWMS to drive decisions, exceeding budget targets by 20%.
  - >Documentation of management strategy through SWOT and GAP analysis.
  - >Support the creation of the project or program charter, project initiation documentation, project planning documents, and business processes aligned with expectations.
  - >Skilled in talent management through recruitment and developing relationships with developers (on and offshore), IT professionals, security specialists, logistics, and procurement resulting in teams with the lowest turn over rates in the companies history.
- **Budget Management and Cost Reduction**
  - >Expertise in increasing sales targets by 10-20% through creating and using collaboration platforms.
  - >Managed five major programs simultaneously, ensuring all deliverables met timelines and quality standards; established effective feedback loops with clients, improving project alignment within strategic direction by over 30%.
  - >Highly skilled at managing portfolios and developing budgets valued at \$15M annually, from medium (\$500K to \$1.5M) to large-sized projects/programs (\$1.5M to \$5M).

## EDUCATION

### Master of Science in Project Management

University of Southern California  
Los Angeles, CA  
05/2024 - 05/2025

### Career Certificate in Construction Management Specialization

Columbia University  
New York, NY  
11/2024 - 02/2025

The Construction Management specialization is curated for professionals in the construction and civil engineering industry.

- Construction Project Management
- Construction Scheduling
- Construction Estimating and Cost Control
- Construction Finance
- Construction Industry

### Bachelor Of Arts in Business Administration With Specialization In Project Management

American Intercontinental University  
Houston, TX  
GPA: 3.75  
02/2021 - 03/2024

Graduated Cum Laude:

- Awarded President's Academic Excellence Award
- Dean's List Award

- **Team Leadership and Development**

- >My plan to overcome resistance to Agile was to create a hybrid approach called ScrumFall.

- >This allowed an iterative approach while working within the project's triple constraints.

- >I am a specialist at implementing new technologies, improving projects and automation, regularly engaging with customers, managing customer relationships, and performing well.

- >I lead local and global project teams as a shepherd leader, a servant leader, coaching and mentorship.

- >I have built PMO teams of twelve senior-level project managers, paired with six junior project managers, four business analysts, and onshore/offshore development teams, elastically sized to a high of 90 programming resources.

- >I excel at leading self-organized, agile, high-performing teams with a hands-on approach to building relationships, supporting end-to-end customers with continued success stories, and resolving real-time issues.

- **Silos and Collaboration**

- >Oversaw onboarding processes and preparing customer support options during onboarding.

- >With technology changing so quickly, Agile's use of Kanban and Scrum was added to level most Waterfall projects, which led to smoother collaboration between matrixed teams.

- >I take pride in developing global multicultural staffing of project resources with high cultural empathy and sensitivity, contributing to a 90% year-over-year retention rate of clients.

- >Through the combination, I led the combined efforts of Professional Services with Project >Management teams. Resulting in an improved environment for custom applications, business units breaking down silos, and collaborating for improvement in communication skills.

- **Change Management**

- >Custom solutions using COTS and/or customized Power Apps for data warehousing, defining and executing infrastructure plans, and working with projects leads to controlling scope and maintaining business priorities.

- >I have emphasized from day one on a project that Project Sponsors and stakeholders must create a Change Control Committee.

- **Risk Management**

- >Balanced all project crises and, as needed, escalated executive leadership.

- >Using historical data analysis, complex project risk registers are part of project coordination, management, data integrity, directory services, business processes, mitigation strategies, and escalation points.

- **Stakeholder Management**

- >As a leader filled with intellectual curiosity, on top of customer risk management, I led the teams to keep all project timelines under control.

- >Meeting business needs with solid customer feedback loops to build upon user experience and create alignment with strategic direction.

- >Managed teams in a matrixed environment using cross-functional collaboration to build and maintain various projects and technologies.

## CERTIFICATIONS

### Scrum Fundamentals Certified (SFC)

06/2024 - Present

Accreditation Body for Scrum and Agile Credential #884796

### Project Management Professional Certification (PMI- PMP)

06/2024 - 06/2027

Project Management Institute (PMI)

## SKILLS

### Dashboard & Reporting:

Bright Gauge Reporting, Confluence, KPIs, OKRs

### Financial & Planning:

Budget Management, Business Development, Cost Reduction, Globally Dispersed Teams, Large, Revenue Cycle Management, Sales Support, Strategic Partnerships

### Tools: Adobe Creative

Cloud, Change Management, Communication, Content Management Systems ( CMS), Google Suite, Managed Custom Software Development, Microsoft Office Suite, Portfolio Management

### Project Management Software:

Asana, Connect Wise Management, JIRA, Kanban, Microsoft Planner, Microsoft Project Online, Microsoft Teams, Monday.com, ServiceNow

### Training Systems: Best

Practices, Leadership, Learning Management Systems (LMS)

- **Center of Excellence**

- >I dealt with daily prioritization by monitoring the PMO dashboard: a pipeline of 300 NGO, NPO, and For-Profit clients with an average of 65 active projects.

- >I ensured all team members, especially project managers, continued developing skills with additional training.

- >I analyzed workflows and established priorities for daily operations.

- >Commercial software such as Nintex Workflow and Microsoft Power Platform tools in Microsoft 365 are used for continuous improvement and future-proofing.

- **Client-Facing Activity**

- > Respecting the confidentiality of all clients.

- > Using my years of experience in consulting experience to create unique solutions tailored to clients' needs and wants.

- >Projects specific to communication to break down silos and foster positive collaboration.

### **Director of the PMO & Professional Services • Full-time**

#### **Anew Technology Partners • Houston, TX • 09/2022 - 06/2024**

A partnership of Houston-based consultants and subject-matter experts.

- As a senior member of the team, I consulted legal, real estate, oil and gas, and fintech clients, supporting sales and marketing teams, ensuring proposals led to successful and profitable projects.
- Developed a strategy to enhance the utilization of SWOT analysis and long-term roadmaps, significantly improving project planning and delivery within 6 months.
- Led the Professional Services team in adopting SDLC, leading to a 15% improvement in project quality. This leadership in best practices positively impacted client deliverables and team productivity.
- >Respected the confidential and sensitive nature of clients' business with or without an NDA.

### **Director of the PMO • Full-time**

#### **MadWolf Technologies • Washington, DC • 07/2010 - 09/2022**

MadWolf Technologies is a Managed Service Provider (MSP) supporting over 300 clients, primarily NGOs and NPOs, Federal and State agencies, global FinTech, higher education, Medical, and Security.

- As the Director of the PMO, I utilized the matrix team structure so that projects would manage the networks, security, and help desk while embedding project management's core principles and moving the teams to adopt a more agile methodology.
- Ultimately, under my mentorship and coaching, the teams' combined data learned from creating the SWOT Analysis for project/product management strategies and identifying opportunities.

### **Project Methodologies:**

Agile, Application Development, Consulting, Global Team Leadership, Professional Services, Program Management, Project Management, Relationship Building, Resource Management, Risk Management and Mitigation Strategies, SAFe, Scrum, SDLC (6 Steps), Stakeholder Management, Strategic Planning, Systems Integration, Waterfall

**Integrations:** Asana, Dynamics, Integrate Enterprise Software, NetSuite, SAP 4 Hana, SAP 4 Hana: eWMS, Teams

### **PUBLICATIONS**

#### **Are You a PM or a BA?**

- 08/2024  
YouTube

Richard Tesmer has been in project management and consulting for nearly 30 years. He has built PMOs from the ground up. Now he is creating these short videos to help others wishing to become a Project Manager. View Video  
([https://youtu.be/jDe\\_jY98Qt4](https://youtu.be/jDe_jY98Qt4))

#### **WHAT MAKES A LEADER A LEADER? •**

- 09/2023  
LinkedIn

What is a manager, and what is a Leader? Are they interchangeable? No, they are not. Nearly anyone can be trained to be a Manager, a Leader is born to Lead. Read More  
(<https://www.linkedin.com/pulse/what-makes-leader-richard-tesmer/?trackingId=HaGIZ3O44iHMiAS0IP7BtA%3D%3D>)

- Together, as a team, we would analyze markets outside of DC for potential client acquisition in support of the sales and marketing teams, focusing on scalability, systems architecture, technical, RFP, bidding, and sales support with proposal development and responses designed to meet customer expectations for software product management and development.
- Being a globally focused organization specializing in staff augmentation, IT Consulting, and crowdsourcing whenever needed makes MadWolf extremely flexible and agile.

**Senior Project Manager • Full-time**

**Astoundry • Houston, TX • 04/2006 - 06/2010**

A consulting firm advising clients by providing Senior Project Managers services such as project management, decision-making, and public speaking at events and training.

- Directed projects within Oil & Gas and FinTech sectors, prioritizing client requirements and regulatory compliance, leading to continued successful the project success completion and client satisfaction.
- The consulting service delivery framework helped to ensure industry standards were met and that the Information Technology team would incorporate this knowledge into the Knowledge Base.
- Managed mergers and acquisitions, streamlining operations for global teams within 9 months.
- Developed project management plans are designed to achieve business objectives, initiatives, and Business Process Automation and guarantee customer satisfaction.

**PROJECTS**

**Projects: State, Federal, & NGO • 07/2010 - 08/2024**

MadWolf to Anew  
Social Security Advisory Board

**Projects: Integrations • 07/2010 - 06/2024**

(MadWolf to Anew)  
Asana  
Dynamics  
Integrate Enterprise Software  
NetSuite  
SAP 4 Hana  
SAP 4 Hana: eWMS  
Teams

**Projects: Training • 07/2010 - 09/2022**

MadWolf Technologies Clients

**Projects: FinTech, Financial, Global Finance • 07/2010 - 08/2022**

MadWolf Technologies: Clients  
ICMA Retirement Corporation  
Innovations for Poverty Action (IPA)  
International Center for Non-Profit Law

**Intro to Richard Tesmer (Video) •**

05/2023

YouTube

View Video

(<https://youtu.be/f19ijGZM32M>)

**VOLUNTEERING & LEADERSHIP**

**Brunswick Meadows HOA Board of Directors**

08/2015 - Present

Director and Treasurer • Houston, TX

**Italian Greyhound Rescue Foundation**

02/2011 - 06/2024

Treasure • Houston, TX

International Monetary Fund (IMF)  
Peak Achievement Athletics Inc. (Formerly Bauer)  
Sands Capital Management  
Treliant  
UNEP RONA  
United Nations  
World Bank

**Projects: Medical & Healthcare Industry Associations** •  
07/2010 - 08/2022

MadWolf Technologies Clients  
American Association of Critical-Care Nurses  
Catholic Relief Services  
Cloud or SaaS  
Consumer Healthcare Products Association  
Dashboards for Utilities  
Database Consulting Energy and FinTech  
Data Management for FinTech  
Easter Seals  
eCommerce  
Elizabeth Dole Foundation  
eWMS  
Heartland Alliance  
ICMA Retirement Corporation  
Innovations for Poverty Action (IPA)  
Oil/Gas Reviews  
Oracle  
SQL Server  
Trout Unlimited  
World Food Program USA

**Projects: Educational** • 07/2010 - 08/2022

MadWolf Technologies Clients

**Projects: Philanthropic** • 07/2010 - 08/2022

MadWolf Technologies Clients

**Projects: Research** • 07/2010 - 08/2022

MadWolf Technologies Clients

**Projects: Human Resources** • 07/2010 - 08/2010

MadWolf Technologies Clients  
Trout Enterprises  
ICMA  
ICMA Retirement Corporation