

John Pitzel
3913 SW Windsong Dr
Lees Summit, MO 64082
(816) 944-7833
johnpitzel@gmail.com

Business Executive, Strategic Planner and Delivery Manager

SUMMARY

- Experienced professional technology information manager with extensive skills in strategic planning, prioritizing methodologies, customer service and translating business objectives and goals into appropriate technology solutions.
- Over 18 years of professional information technology experience in Higher Education, including engagement/project management, vendor management and customer development
- Experienced at managing client expectations while providing the highest quality service and NPS scores. Trusted advisor that works to prioritize and meet customer's strategic goals and business processing needs.
- Ellucian Banner Methodology and Product Expert (SME) in the areas of pre-sales, implementations, upgrades, enhancements, product support, training and service delivery.
- Workday Engagement Manager, experience performing project control activities, creating and maintaining detailed project plans, develop expertise in Workday's Implementation methodology and managing Workday project teams in all facets of the implementation.
- Account Manager, with strong record of customer service and support while exceeding sales and work targets on a regular basis

Workday Products/Skills:

Human Capital Management, Engagement Management

Workday Certifications:

Workday 26 certified for HCM and Engagement Management

EMPLOYMENT HISTORY

CampusWorks, Inc

2022- Present

Project Manager

- deliver services on a variety of engagements, ranging from process reviews and departmental assessments to project management and strategic planning.
- advise clients on business process reviews, organizational structure and dynamics, and how-to best leverage technology to meet departmental and institutional objectives.

TouchNet

2018 -2020

- Responsible for ensuring client satisfaction and quality delivery of software and/or services to a worldwide roster of clients, including, but not limited to, services review, assignment and review of consulting engagements, invoicing, and client facing presentations
- Developed analytics to review client's Salesforce records to complement strategic account planning

Metropolitan Community College

Adjunct Instructor, 2017 – present.

Online history courses in American and World History.

On the ground Business Management and HR Management

Strata Information Group

2017

- Manage project teams in all facets of the implementation
- Perform project control activities including but not limited to creating and maintaining detailed project plans, weekly status reports, financial health reports, and meeting minutes
- Maintain responsibility for performance, cost, scope, schedule, quality, and other related engagement metrics
- Work with cross-company teams to meet deadlines and financial targets
- Work with the clients to identify and resolve all issues that could impact project scope.
- Build and maintain strong client relationships, ensuring high client satisfaction

Collaborative Solutions

2015 – 2016

Engagement Manager

- Manage project teams in all facets of the implementation
- Perform project control activities including but not limited to creating and maintaining detailed project plans, weekly status reports, financial health reports, and meeting minutes
- Maintain responsibility for performance, cost, scope, schedule, quality, and other related metrics the engagement
- Develop expertise in Workday's Implementation methodology
- Work with the clients to identify and resolve all issues that could impact project scope.
- Work with the Workday Delivery Assurance group to ensure compliance with agreed to project checkpoints
- Build and maintain strong client relationships, ensuring high client satisfaction
- Identify opportunities to position other service offerings with the client

Ellucian/SunGard Higher Education / SCT

1998 – 2015

Engagement Manager (2014 – 2015)

- Work with a variety of accounts nationwide managing hosting and application management services
- Triage incoming tickets, working with external and internal resources to drive issues toward a prompt and satisfactory conclusion
- Provide guidance on upcoming software releases with an eye towards best utilization of new features and enhancements

Account Manager (2006 – 2014)

- Responsible for ensuring client satisfaction and quality delivery of software and/or services to 47 clients in Kansas and Missouri, including, but not limited to, services review, assignment and review of consulting engagements, invoicing, and client facing presentations
- Oversaw project managers on assignment with clients, ensuring successful on - time completion of several multimillion dollar ERP implementations Exceeded sales goal every year by an average of 15% over assigned target.

- Increased Net Promoter Score among Accounts
- Reduced outstanding Accounts Receivables by over 90% in the first 18 months.
- Developed and organized a series of local user group conferences to increase interest in software solutions
- Increased client participation in development of new software solutions.

Project Manager (2004 – 2006)

- Directed the implementation of SunGard Higher Education Banner software. Project finished 20% under budget and on time.

Senior Human Resources Consultant (2002 – 2004)

- Leader of numerous project teams that developed modifications for Banner Human Resources software.
- Developed detailed functional specifications and worked closely with clients and technical staffs to achieve desired functionality.

Human Resources Consultant (1998 – 2002)

- Guided clients in the implementation of the Banner Human Resources and Employee Self-Service components of the Banner ERP suite throughout the United States.

Human Resources Director, Baton Rouge Community College

Developed and implemented a comprehensive Human Resources Program from the ground up as the initial HR Director of the first new community college in Louisiana in over fifty years

CERTIFICATIONS:

- Project Management Professional (PMP), Certificate number 285572 - Passed September 2005,
Recertified September 2009, September 2012, April 2016
- Workday Engagement Manager and HCM Certification Exams
- Professional in Human Resources

EDUCATION:

- MPA, Louisiana State University
- MA, Louisiana State University
- BA, Louisiana State University

OTHER

- Jeopardy! contestant