

VICKIE HEARNE

PMP, PMI-ACP, CSM, SAFe

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IT PROJECT MANAGER | PROGRAM MANAGER | TECHNOLOGY CONSULTANT

Cross-Functional Leadership ► Enterprise IT Strategy ► Agile Coach

Credentialed enterprise project manager with full **Software Development Lifecycle (SDLC)** experience. Projects include ERP system enhancements, SaaS integrations, custom app dev, and AI/ML/BI analytics tools. Established reputation as “**project fixer**,” adept at applying multi-industry experience, PMBOK, Agile, PMO, and SAFe methodologies to steer successful program turn-arounds and digital transformations.

- **Project, Program and Portfolio Management:** Lead large, complex ERP and data analytics projects valued at \$4-\$20m. Collaborate with cross-functional teams (PMOs, BPOs and 3P providers) to solution and deliver projects on-time and in-budget most of the time. Create metric dashboards, manage backlogs, team workflow, technical requirements, budget, and all timelines to ensure projects meet chartered objectives and Definition of Done.
- **AI Operating Model Design:** Current experience in determining corporate strategy for evaluating and developing AI roadmaps to improve documentation summaries, data analytics and better leverage LLM providers. Align internal stakeholders such as legal, risk, security and document data governance protocols.
- **Strategic Planning/Financial Acumen:** Developed and executed strategic IT roadmaps aligned with organizational goals and product value streams. Monitored CapEx/OpEx spend and quarterly forecasting for \$10M+ portfolio. Skilled in building frameworks and dashboards for measuring ROI, TCO, value, cost/benefit, revenue lift, and team metrics.
- **Multi-Disciplinary Team Leadership:** Experienced in leading diverse global teams across business, legal, finance, IT, security, and data governance functions. Utilize collaborative leadership and strong communication skills to drive project success by effectively engaging stakeholders at all organizational levels.
- **Agile Expertise:** Extensive experience in Agile transformation, coaching, and mentoring all levels of stakeholders. (See: Publications.) Effectively promote responsible AI tool development, and manage cloud replatforming, and BI projects while maintaining and increasing team velocity and throughput.

PROFESSIONAL EXPERIENCE

LATHAM & WATKINS | Los Angeles, CA (on-site)

05/2025 – 12/2025

AI/MACHINE LEARNING PROJECT MANAGER, GLOBAL SERVICES PMO

- Oversaw planning, execution, and delivery of AI/ML projects. Primary focus was the development of custom analytical tools to streamline legal analysis and diligence for global Innovation and M&A attorneys.
- Established a disciplined framework for evaluating ROI, TCO and cost/benefit of proposed AI initiatives to promote data-driven decisions across multiple teams.
- Collaborated with cross-functional stakeholders to ensure timely completion of application enhancements for LathamAssist (internal LLM/bot integration).

KPMG | Los Angeles, CA (remote)

01/2024 – 9/2024

PROJECT MANAGER, ENTERPRISE PMO (fixed-term contract)

- PMO project manager for a \$9.7m portfolio of audit analytics tools and enhancements. Ensured compliance with Enterprise PMO, governance, finance, and internal audit. Responsible for all C-Level reporting and status.
- Fostered strong relationships with stakeholders, and enhanced C-level reporting through refined financial dashboards, roadmaps and consistent project communication resulting in improved partner communications, financial transparency, and organizational alignment.

IBM | Costa Mesa, CA (remote)**07/2021 – 07/2023****PROJECT MANAGER, HYBRID CLOUD SERVICES**

- Directed a wide variety of back-end system enhancement, custom app dev, 3P integrations to support Albertson's micro-fulfillment centers.
- Meticulously planned and document technical requirements, milestones, and signoffs to ensure adherence to SOW scope/budget for both T&M and fixed-price projects.

Key Achievements:

- Project planning, scheduling, budget oversight, governance for dedicated IBM team to build custom orchestration layer designed to more easily integrate 3P Saas (Takeoff and Pickerman WMS) into Albertson's West Coast micro-fulfillment centers' stack.
- Managed aggressive Release Train Engineer (RTE) activities (ServiceNow Change Management). Coordinated with multiple cross-functional teams QA, DevOps, Enterprise PMO, and 3P vendors to ensure smooth overnight deployments.
- Directed IBM team and guided multiple Albertson teams on integration of e-commerce SaaS Marketplacer. Documented API and data flow to accommodate data warehouse and POS configurations.

PIERCE/WHARTON RESEARCH, LLC | Irvine, CA (hybrid)**04/2003 – 07/2021****PRINCIPAL CONSULTANT & AGILE IT PROJECT MANAGER**

- Drove digital transformation initiatives for clients in Fortune 100/500 retail, logistics, pharmaceutical, bio-med industries.
- Provided strategic oversight and agile coaching to Fortune 100/500 clients improving process and Agile Maturity metrics.
- Strategized with CIO and EPMO directors and collaborated with global teams and cross-functional groups to identify systems for updates, sunset, and automation.
- Designed BI dashboards to enhance program-level KPI reports and facilitate data-driven decision making.

Key Achievements:

- Championed demand activities to obtain funding for custom dashboard designed to monitor real-time EDI transactions to streamline operations and enhancing visibility of Quote-to-Order-to-Fulfillment.
- Led transition to Jira, which boosted operational effectiveness, increased Agile maturity, team morale and velocity.

Key Projects:

- **The Aerospace Corporation - Agile Coach:** Reported to Transformation Management Office. Aligned KPIs, structure, process, governance of three DoD R&D teams; played a pivotal role in increasing team agility.
- **Maersk - Scrum Master:** Managed implementation of JDA (Blue Yonder) warehouse management system (WMS and AWS). Dependencies included installation of the sortation equipment. 100+ stakeholders, three vendor teams.
- **Ingram Micro - Senior PM:** Reported directly to the CIO and PMO Director for Americas. Supplied CapEx analysis including feasibility, cost/benefit, and ROI for global and US-IT projects valued between \$2M - \$10M.
- **Cognizant & Ciber – Business Analyst/Scrum Master**
 - **First American Title:** Solutioned tailor-made mobile network monitoring dashboard to permit 24/7 view of server / node processing utilization and logs for title processing.
 - **Cargill Animal Nutrition:** Constructed complex mobile BI app (iOS and Android) to determine milkfat yields for global Bovine feed marketing group.
 - **Deloitte:** Managed development team to groom, refine, and ready backlog to transform a proprietary regression analysis tool into browser and mobile applications.
 - **Disney:** Collaborated with Disney Park and Resort, IT, cybersecurity, and marketing PLM teams to enhance ERP, financial, ticketing interfaces for dining and resort reservation systems. Evaluated and reviewed pro-forma financial proposals for \$15M+ IT infrastructure projects.
 - **ThermoFisher Scientific:** Documented requirements from manufacturing, genetic analysis, product marketing, customer service, and QA vendors for \$500K - \$1.4M portfolio of e-commerce projects.

POWER USER

MS Project | JIRA | Confluence | SmartSheets | ADO | Asana | Monday | Clarity | ServiceNow

EDUCATION & CERTIFICATIONS

San Diego State University, San Diego, CA. USA

MASTER OF ARTS, Political Science

San Diego State University, San Diego, CA. USA

BACHELOR OF ARTS, Political Science/History

Certifications

- **PROJECT MANAGEMENT PROFESSIONAL (PMP)** | Project Management Institute | Expires 4/2028
- **PMI AGILE CERTIFIED PRACTITIONER (PMI-ACP)** | Project Management Institute. | Expires 6/2028
- **CERTIFIED SCRUM MASTER (CSM)** | Scrum Alliance | Expires 5/2029
- **SAFE SCRUM MASTER CERTIFIED (SSMC)** | Scaled Agile, Inc | Expired 2/2026
- **MICROSOFT AZURE: AZ-900 FUNDAMENTALS, MICROSOFT** | 1/2023. No expiration
- **AWS PARTNER: ESSENTIALS, AMAZON WEB SERVICES** | 09/2022. No expiration

PUBLICATIONS

[Refined, Ready, Accepted: Backlog Management for the Successful Agile Development Team \(2017\)](#)

- By adhering to standards of Ready and Accepted for development work, Agile teams are more likely to produce a quality product that is both on-time and in-budget.

[Here's my Point... \(Blog\)](#)

[Here's my Point... \(Substack\)](#)

- I write about corporate culture, AI, talent acquisition, interviewing, and hiring practices.

[The Temp Job : A Survival Guide for the Contingent Worker \(2017\)](#)

- Offers straight-forward no-nonsense advice to anyone navigating the job market and gig economy.

[365 Days of Simple Gratitude \(Blog\)](#)

- Making America *Grateful* Again.