

NIKKI BAKER, PMP

Experienced Program Leader

Nikki is a proactive leader with a 16-year track record of successful strategic and tactical leadership as a Program & Project Leader. Her areas of expertise are building, stabilizing and managing program management offices, process development & deployment, organizational change management, application project delivery, and IT audit & control. Nikki has utilized her skills in the following industries: telecommunications, financial services, retail, healthcare, insurance, manufacturing, supply chain, consumer goods.

In previous roles, Nikki has led the establishment of IT Program Management offices to support the project management function for quality software delivery, set up Organizational Transformation Management Offices, set the strategy and managed initiatives to implement organizational process improvements and operational efficiency, developed and deployed workflow operations models, and guided initiatives to stabilize and optimized production systems and environments while minimizing business risk for business units. She has managed PMOs with teams of up to 30 resources consisting of Project Managers, Scrum Managers, Process Developers/Analysts, Quality Auditors, Metrics/Reporting Analysts, and Onshore/Offshore Project Liaisons. Nikki has also delivered application & product development and infrastructure projects to support long and short term organizational strategic and technology goals.

Nikki has held leadership positions with premier organizations including First Data, Accenture, Bellsouth, PepsiCo (Executive), Ernst & Young, Cox Communications, and AT&T. She has also supported state government agencies within the state of Florida. Nikki is results-driven with a consistent record of delivering multi-million dollar projects using innovative project management and software development approaches based on industry standards such as PMI PMBOK, CMMI, ITIL, Six Sigma and Agile (Iterative, Incremental, and Scrum).

Nikki has extensive experience in mapping out and implementing processes to support the following functions for application development, infrastructure/architecture and system operations: work entry, requirements development and management, release scoping/planning for work request implementation, estimation coordination, budget development and control, skills inventory and demand management for resource allocation, defect management for production systems, SOX & quality compliance, and metrics & status reporting at the technical and executive levels. In addition, Nikki has managed the end-to-end process for strategic vendor management initiatives with focus on transitioning applications and application suites to external vendors including establishing the business cases, completing the RFP process and monitoring & controlling the ramp-up/down activities.

Nikki has expertise in a wide range of tools that support the development of high impact solutions. She has advanced experience in the following: Microsoft Office Suite, Microsoft Visio, MS Project/Portfolio Server, Primavera Evolve, Clarity, XPlanner, Daptiv, EPM Live, HP PPM, Team Foundation Server, Mercury Quality Center, Rational RequisitePro, CaliberRM, JIRA, BIRT.

Nikki is a certified project manager with a Project Management Professional (PMP) designation. She also holds a Foundation Certification in IT Service Management (ITIL). Nikki is a graduate of Savannah State University with Bachelor of Business Administration degrees in Computer Information Systems and Accounting. She is also an active member in the Project Management Institute, American Society of Quality, Systems & Software Process Improvement Network, National Association of Female Executives, and Alpha Kappa Alpha Sorority, Inc.