



**Mary Ann McIlraith**

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## **OVERVIEW OF EXPERIENCE**

### **EXTENSIVE APPLICATION & TECHNOLOGY EXPERIENCE**

Mary Ann is Founder of (MPI) and author and copy write owner of R.I.M. (Rapid Implementation Methodology). Her strength is in 360°Business Modeling (Her new methodology). She targets the complete Executive Vision and brings that Vision into reality thru her Experience with working with some of the top Leaders in the World. She has 20 plus years in Technology, Human Resources, Executive and Team (entire company) coaching. She has assisted some of the top Executives in building Strong and Empowered organizations. She couples Technology and People to drive profits and performance thru Enterprise Solutions. Mary Ann's strength in helping Executives turn Vision into reality is her strength. She has extensive experience in Technology, Enterprise Organization and Collaboration, and Human Resources. She has worked with a wide range of Domestic, International & Third World Organizations including: AOL, Disney, FILA, Toys 'R' Us, PeopleSoft (directly with Dave Duffield) as well as Tony Robbins. She authored and copyrights on "Rapid Implementation Methodology" (R.I.M.), a "best practice" tool-set that covers the complete project and leadership life cycle (*basis for a strong & disciplined Project Office*). Past president of Women Business Owners, past board member of IHRIM and former Vice President of a PeopleSoft's Users Group, mentor to the Office of Economic Development & Advisory Board member to Prentice Hall & Maxwell MacMillan. Mary Ann is a coach to who's who in the corporate world. She lectures around the Globe on Industry Issues covering, Technology & Human Capital, Human Resources, Leadership & 360° Business & Personal Development.

### **FINANCIAL INSTITUTE**

- **Project Director\Manager - CRM (Customer Relationship Management)**
- Lead team of seven Sr. Executives – Assisted in selecting one from each business unit, Wealth Management, Finance, etc.
- Developed Business Plan, Pro Forma (all Financials) and a ROI of 20 to 1 over 18 months and detailed implementation plan
- Developed and secured consensus of a Cross Organizational Sales and Marketing Strategy (all business units)
- Utilized the RIM disciplines with all Executives, vendors, participants
- Team of One (Mary Ann) with Executives: define & document strategy maps, R.R.D.'s (Rapid Reengineering Discipline), Detailed requirements, Designed technical architecture (all RIM tools)
- Evaluated and Selected CRM Vendor
- Successfully executed all meetings: Executive JAD, Walk-throughs, Vendor events & Executive team meetings

### **US Largest Real-Estate and Property Management Holding Firm (Conglomerate)**

- Worked closely with CIO, VP, Finance, and Directors to develop EPMO (e Project Management Office)
- Customized RIM & developed a targeted methodology, re-labeled BAM (Business Analysis Methodology) which enhances three-dimensional thinking and problem\resolution processes
- Designed, developed & delivered a custom workshop on the new methodology
- Secured Buy-in and the successful (enthusiastic) utilization of the Methodology

### **Software Vendor and ASP Provider**

- **Project Director\Manager - EPMO Development (Project Management Office)**
- Licensed RIM methodology to enhance speed, quality and lower cost of the vendor's client implementations
- Cut client implementations in 1/3 of time, **Quality Benchmark** raised 10 points (maximum)
- Maximize return on client's investment, **shorten the time-to-market** and enhanced the vendor's position *in market*



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- Trained Team in developing an Enterprise Project Office and RIM Methodology
- Motivated and coached the team to deliver a customized Methodology
- **Target achieved: Vendor wanted a buy-out & required a strong methodology (acquired by ADP)**

#### **Software Vendor (PeopleSoft)**

- Worked closely with CEO/President and Executives to ensure rapid implementation of new clients
- Risk Mitigation Consultant for Client & Vendor
- Education and Training of PMO and Rapid Implementation Methodology internally for Vendor and clients
- Worked closely with Customer Services Director in a world tour on PMO/RIM Education

#### **Software Vendor**

- Worked closely with CIO to customize RIM & develop a custom UPGRADE Methodology

#### **MAJOR RETAILER – WORLDWIDE**

- **Project Director/ Sr. Manager (hands-on) - Selected by Client & Vendor (PeopleSoft)**
- Jump Start Project Implementation and execute RIM for the implementation of PS Applications (HR, PAY & BEN)
- Develop detail Project Plan (Gantt chart), monitor, coach and provides hands-on Leadership and implementation
- Empowered Executives and Team to operate as a Self Directed Work Team...designed the PAC 10

#### **BANKING ORGANIZATION - 50 BANKS**

- **Project Manager - Selected by the vendor (PeopleSoft) and the client (HR, PAY & BEN)**
- Identify Major Milestones, deliverables and targeted Production Date
- Responsible for all new hardware, systems software, new database and all application software for project
- Develop detail Project Plan (Gantt chart) - appx. 600 tasks, with dates and resources accountable
- Staff project and justify head-count
- Manage Technical, User and System support personnel
- Develop several payroll and H.R. administrators into business analysts
- Develop Business Analysts into Project Leaders -Payroll & H.R. & groomed technician into a Project Leader
- Develop detail Training plans\pre-requisites and matrices
- Assist in the facilitation of training performed by the project staff
- Define **strategy & document detail information to execute each phase** of project: Acceptance test matrices\
- Approach, Fit Analysis, process analysis guidelines, Table mapping matrices, Joint-Application Development
- Conversion, Pilot, Parallel, Training, Version & Change Control (all RIM templates)
- Coordinate all hardware & system software installation within plan
- Reported to Steering Committee - Vice Presidents and Directors of H.R., Systems, Applications
  - Reported formally in monthly presentation, then on quarterly basis
- Provided all management reporting, project portfolio and detail Status reports to PeopleSoft and Client
- Develop a transition strategy enabling the client to be self-sufficient

#### **Unique Accomplishments:**

*Developed Administrative Personnel into productive project team*

*Successfully made original estimated target date for 50 Banks*

*The team maintained a high-level of productivity, focus and organization*

*Implemented Payroll, Human Resources and Base Benefits with minimal Modifications for 50 banks*

*Executed and Managed five active pilot bank organizations - integrated within the project team*

*Positioned bank to handle the volume of acquisitions (adding new banks) while maintaining head-count*



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## **MAJOR FINANCIAL CONGLOMERATE**

### **Project Advisor - Implementation Chief (hands-on)**

- Advisory role to Client on contract negotiations
- Identified Major Milestones
- Managed and executed Executive strategy sessions on deliverables and projected production dates
- Develop detail project plan (Gantt chart with over 900 tasks) detailed dates, hours and resources, cross MPPs
- Define acceptance test strategy and detail game plan with matrices
- Presented acceptance test methodology and assisted team with the execution of testing
- Assisted in mapping business processes to PS\HRMS, PS\PAY & PS\BENEFITS for testing
- Assisted in table loading process
- Assisted in testing PS\HRMS and PS\PAY for acceptance test, minor PS\BENEFITS
  - Pay-sheets, Payroll runs, EEO\AAP, Compensation\Budgeting, minor Position Management
- Assisted with PS\Security issues and other miscellaneous business and project details
- Presented Re-engineering methodology and process analysis steps
- Continuous Project Management\Advisory assistance and direction

### **Unique Accomplishments:**

*Provided a 'Jump-Start' for the project team*

*Provided a tremendous amount of Organizational Processes*

*Provided a 'building block theory' to implementation*

*Identified realistic and achievable production target dates*

## **MAJOR HEALTH CARE PROVIDER AND INSURANCE COMPANY**

### **Project Manager and Analyst**

- Pro-active plan and cost justification to evaluate new H.R., Benefits and Payroll Software
- Executive Strategy and Project direction
- Cost Justification and R.O.I. Document
- Develop internal staff for project
- Project Planning (Gantt charts) for evaluating top H.R. Vendors
- Requirements definition - interviews and documentation
- Process Re-engineering to deliver a 'World Class H.R. Enterprise'
- Organizational re-engineering
- H.R., Benefits and Payroll Evaluation Process
  - Organize vendor visits, criteria for evaluation, requirements and selection of top Vendor
- Advisory role to Client on contract negotiations
- Develop detail Project Plan (Gantt chart) for implementation - all dates - resource requirements, etc.
- Develop Training plans (matrices) for project team
- Map PeopleSoft Tables and system to Client requirements
- Implementation and execution of the PeopleSoft H.R. and Benefits products

### **Unique Accomplishments:**

Project delivered on time and under original estimated budget

Completely User-staffed project (SQLBASE)

Delivered on promise of delivering a 'World-Class H.R. Organization'

Team Building Workshop with Board breaking exercise (metaphor: Fear into Power)



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### **UTILITY COMPANY**

#### **Selected by Client & PeopleSoft as Project Leader - Payroll Business Analyst**

- Develop detail project plans (Gantt chart)
- Develop detail training plans and pre-requisites (matrix)
- Identify team members - secure time commitments
- Fit Analysis, Map tables & Assist User in setting up Production tables
- Custom Payroll documentation (User Manual)
- Involved in all Implementation phases: requirements, mapping, development, testing & documentation
- Coordinate all activity with PeopleSoft - Training, communications, and project deliverables
  - Work closely with on-site PeopleSoft (Employee) Project Manager & Executives
- Assisted with the facilitation of all PS (on-site) Training
  - PS\HRMS, PS\PAY, PS\BENEFITS, PEOPLETOOLS, ETC.
- Hands on with Payroll Team on a daily basis

#### **Unique Accomplishments:**

*Keeping Project Staffed and focused on implementation*  
*Keeping staff committed on project deliverables and strategy*  
*Breaking through organizational boundaries*

### **MAJOR RETAILER - WORLDWIDE**

#### **Project Manager - Selected by Vendor (PeopleSoft) and the client**

- Define Major Business & Technical Deliverables, dates and required resources
- Develop detail Project Plan (Gantt chart) and implement RIM Methodology and the PS Applications
- Develop detail Training plans \ pre-requisites and matrices
- Staff project and justify head-count
- Design self-directed work-team strategy and physical work environment
- Develop several team members & project leaders to fill the role and execute tasks successfully
- Define **strategy & document detail information to execute each phase** of the project, i.e... Acceptance
- test matrices & approach, Fit Analysis, Rapid Re-engineering and process analysis guidelines, Table mapping
- Matrices, Joint-Application-Development (JAD), Conversion, Pilot and Parallel, Training, etc.
- Assist\Design and Manage the Hardware Enterprise Computing Strategy
- Design and implement a Team Retreat & delivered a Team-Building Workshop with board-breaking
- Reported to the Executive Steering Committee - Vice Presidents, Director of H.R., Systems & Applications
  - Reported formally on a monthly then quarterly basis - presenting to the committee
- Provided Detail Status reports to PeopleSoft and Client

#### **Unique Accomplishments:**

*Project delivered on-time and within budget*  
*Tremendous cost savings for the company*  
*Internal Staff grew beyond expectations*  
*Developed an H.R. Administrator into a Successful Project Manager*  
*Justified a Project Administrator*  
*Maintained a high-performance & motivated work-team*  
*Working across several organizational boundaries*  
*Implemented several new Project Standards for company*



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### **HIGHER EDUCATION - UNIVERSITY**

#### **Project Advisor - Implementation Assistance**

- Conducted a fit-analysis of client processes
- Advised on realistic time-frames and phases of production dates

*Unique Accomplishments:*

*Creative Software Solutions to minimize modifications*

### **TOP 10 - PRIVATELY OWNED COMPANY (CONGLOMERATE)**

#### **Project Advisor - Implementation Assistance**

- Organized and executed Executive strategy sessions on deliverables and projected phased production dates
- Identified Major Milestones
- Assess level of modifications
- Project Planning - Gantt charts
- Partner in CEO and Presidents Meeting on Implementation Strategy and long-term deliverables
- Assist Corporate-Executive V.P. in defining team, including roles and responsibilities
- Assist in recruiting qualified candidates
- Project Advisor to project team

#### **Unique Accomplishments:**

*Considerably reduced the 'Total Project Cost' both soft and 'hard dollars'*

*Provided Strategic Knowledge to "jump-start" & gain acceptance of Project from CEO & several Presidents*

*Developing a strategy for Domestic & International Implementation*

*The above represents a sample of client contributions. I have substantially contributed to the success of several Hundred of other clients in the same capacity, (i.e. PeopleSoft Inc., JMU, Morgan Stanley, CDSI, NY Times, **FILA**, Walt Disney World, AOL, TRANE Inc., AT&T, BANDAG, American Red Cross, Allegheny Power, **Toys 'R' Us**, United States Marshal Services, Bank of Bermuda, Pro-Business (ADP), NetMaximo.com, UPB, LNR Also helped Organizations around the world in a variety of Project Management and Consulting roles*

#### **Objectives on all Projects:**

- Successfully **Execute Target** while keeping team motivated and focused on team goals and mission
- Save the organization time and money while **executing on the Executives Vision**
- Develop the team members we work with to be **self-sufficient** through knowledge transfer and self-improvement
- Maintain the highest level of **customer satisfaction** for the Client
- **Promote a partnership across organizational boundaries while meeting delivery dates, and budget**