

Christopher S. Sneed, MSDS, PMP, CSPO

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Senior Project Manager Leadership – Strategic Management – Project Value – Training

Senior Project and Portfolio Manager with demonstrated expertise in developing and training PMO standards for Waterfall and Agile methodologies. 20 years of experience managing projects and people for organizational impact. A proven trainer that has trained military officers in advanced satellite engineering as well as students new to IT in the basics of Networking, Routing, Systems Administration, and Project Management. Skilled team builder and mentor for contractors and employees ensuring projects deliver the best value possible.

Governance ● Transparency ● Repeatable Processes ● Traceability

As a **Senior Analyst** for SHEPRA, Inc., created a best-in-class Industry Supplier Survey in 2018. The survey won a follow-on contract that extends to 2024. Conducted research into survey design and managed the execution of the survey.

As **Study Lead** for SHEPRA, Inc., led study of the IV Fluids industry for ways for DLA to mitigate shortages in 2017/2018 by Hurricane Maria. Analyzed company manufacturing processes at multiple companies to identify the root cause of IV bag production.

As a **Senior Project Leader** at Quorum, led Project Managers and Development teams during transition to a hybrid Agile methodology. Managed 2 to 4 direct reports during 3 years in the role. Successfully transitioned teams to using Agile resulting in development of multiple successful new internal software applications.

Leveraged **Financial Expertise** for **Capital Budgeting** of approximately two million dollars (\$2M) in capital projects, managing from inception to execution with ROI calculations for major initiatives.

Demonstrated **Leadership** expertise as **Chief of Operations** for Air Force Recruiting with 8 to 12 direct reports; **Controller** for Strobel Manufacturing with 2 Accounting direct reports.

“Chris is a **strong practice leader for project management** and the development of the beginnings of a PMO at Quorum. **Focusing on measurable results**, data driven decision making, and process creation that suits the organization...”

- Alex Hollis, Consultant, Infoworks

Areas of Expertise

- | | |
|----------------------|--------------------------|
| ✓ Change Management | ✓ Enterprise Deployments |
| ✓ Strategic Planning | ✓ Capital Budgeting |
| ✓ Data Analytics | ✓ Standards Development |
| ✓ Training | ✓ Stakeholder Relations |

“Chris was the most organized and **process oriented** of all the Project Managers on our Infrastructure team.”
- *Steven Squires, Nissan*

PROFESSIONAL HISTORY

IT Portfolio Manager / PMO Director / Senior Analyst

SHEPRA, Inc. | 2017-Present

Quorum Health Resources, LLC | 2012-2016

Data Analytcs: Conducted data analysis for multiple studies, tracing demand and procurement trends for their impact on required strategic materials.

CMMC Compliance: Began work on SHEPRA, Inc.’s CMMC compliance measures. Posted first score assessment to Procurement Integrated Enterprise Environment.

Create PMO Standards: Created IT PMO framework for a hybrid Agile/Waterfall standard. Created mechanism to track actual expenditures against capital budgets resulting in accountable project results.

- Accountable project history and expenditures aided business operations

Implement PMO Tools: Led adoption of SaaS workflow management system, Workfront, which allowed tracking of all project and non-billable operations time to track justification for headcount and onboarding of future projects.

Strategic Planning & Capital Budgeting: Created business cases for large projects which were reviewed by the Community Health Systems CFO (parent Fortune 100 company). Instituted business case process while collaborating on ROI measures for completed projects.

- As Portfolio Manager, was accountable for over \$2 million dollars of project budgets across a dozen or more projects
- Conducted capacity planning and resource allocation for the business

Stakeholder Relations: Communicated with stakeholders on portfolio effectiveness; Created system of portfolio level reports in Workfront to track billable hours against resource capacity.

Change Management: Collaborated with IT Director and CIO to implement a comprehensive change management process that oversaw project and non-project related change requests. Implemented documented change requests and approvals in Workfront so that historical changes could be reviewed on request in case of an audit.

Chris is an exceptional **leader** and **mentor**. He drives success through clear goals and expectations. **Chris provides process and clarity to every situation and supports his staff through all the challenges of project management.** His commitment to his team is unmatched. With a wide range of skills and experience, he drives his team members to be the best they can be and makes a point of celebrating their successes. - Amy Hiatt, SA (Culbertson), IT Product Owner, Quorum

- Managed successful conversion from Lotus Notes to Microsoft Exchange
- Led deployment of 2 remote offices for Quorum: Frisco, TX & Charlotte, NC
- Oversaw conversion to Box (SaaS file system)

Training: Led training for Microsoft Exchange rollout for 150+ company personnel. Recorded training and produced professional documentation leading to a seamless transition to Microsoft Exchange.

Program Manager

Take Care Health Systems, Inc. | 2011 – 2012

Community Health Systems | 2010 - 2011

Enterprise Deployment: While on contract to CHS, managed an average of 12 systems projects per hospital across 12 total hospitals at one time. Managed dozens of simultaneous projects to meet tight delivery schedules for hospital infrastructure conversions. Resulted in successfully converting more than 40 hospitals from the Triad purchase in 2007. Created QA and testing scripts for initial software conversions at TCHS.

Capital Budgeting: During CHS tenure, tracked project related financials from quote to delivery while verifying against budgets on a regular basis.

Strategic Planning: At TCHS, created schedule templates for complex software rollout across 134 sites.

- Developed project requirements based upon complex site assessments

Stakeholder Relations: Managed multiple development issues with the stakeholders at TCHS to include Development, Informatics, and Network.

- Acted as interface to the business for software requirements
- Resolved issues with PureSafety related to software development & configuration prior to site roll-outs

Managed multiple stakeholders across all disciplines at CHS. Utilized stakeholder maps to manage communication paths to the various stakeholders on the many projects at a single hospital conversion.

- Published periodic reports on project status for 12 projects per CHS hospital

Project Manager

USAF (Captain) | 1994 - 1998

Psychiatric Solutions | 2008

Darwin Networks | 2000

Nissan | 2008 – 2009

HCA | 2005 – 2006

CHS | 2009 – 2010

Asurion | 2006 – 2007

Deloitte | 2017

American Home Patient | 2007

Tractor Supply | 2017

"I've had the opportunity to work with many talented Project Managers, and I've been seeing a trend in creative Project Management as well as talent. Chris was a **pioneer** in regards to Project Management at Asurion. Having the opportunity to work closely with Chris on multiple projects gave me the opportunity to understand an area we had been missing. **Chris does excellent work, knows his trade well, and is innovative in driving results.**

- Ken Wincel, Sr. Mgr Infrastructure Architecture, Asurion

Enterprise Deployments: Contracted to Psychiatric Solutions, Inc. and assumed leadership of a \$2.5M Claims Management System software installation project. Managed multiple remote teams to include project resources, executive stakeholders, and multiple vendor relationships. Assumed role of Technical Lead for data conversions.

Contracted to American Home Patient to lead an Asset Management System implementation (Maximo Inventory Control software). Successfully met every install weekend on time through extensive communication and planning.

Successfully co-led four month project of a \$3M data center merger of Asurion with recently acquired Lockline.

Standards Development: Created value-added project tracking Access database to assist Asurion's project documentation efforts. This database tracking tool was extended by Asurion for other departments to use online.

Contracted to HCA, Inc. to manage \$1.4M computer hardware refresh project. Developed and professionalized Standard Operating Procedures for the Microsoft Windows Server group at HCA.

"Christopher is a great project manager that was **key to the project's success**. He successfully tracked issues and got them resolved in a timely manner. Furthermore, he facilitated the communication between the vendors and the customers **directly resulting in keeping the project on schedule.**"

- Carlos Melendez, COO,
Wovenware

Strategic Planning: Directed and managed all phases of highly successful sales conferences for Air Force Recruiting Squadron for three consecutive years. Improved squadron morale through awarding and recognizing individual achievements in job performance.

Contracted to Nissan North America, Inc. to manage a Telecom Cost Reduction project critical to Nissan's operations. Led the effort for a major OC48 circuit upgrade for Nissan's North American datacenter.

While at Darwin Networks, implemented and directed project to marshal resources that eliminated a back log of over 100 network engineering site designs in three weeks, greatly improving site design processes and improving customer installation time for high speed networks.

Data Analytics: While a Captain in the Air Force, used statistics and modeling techniques to combine *Quality Air Force* methodologies with recruiting sales metrics that predicted when a particular recruiter might miss their sales goal. This led to improved sales processes and identifying areas for improvement.

Training: Using MS Project, redesigned and taught hands-on simulation course dealing with satellite control to senior Air Force officers. Slashed training time by 70%, enabling officers to assume new duties in record time.

Stakeholder Relations: Conducted an in-depth, 3 month investigation of serious recruiter misconduct, allowing legal team to determine most effective course of action. Enhanced public relations with school officials and parents.

"Chris has brought his exceptional skillset to all of our shared project efforts. He has excellent communication and leadership traits, and has a willingness to evaluate and brainstorm the elements of a project to identify and ensure the best approach is selected. In a recent project, Chris' analysis and research provided data and information about the raw materials used to make the bromine cartridge for DOD and the history of low demand of supply of the item from 2020-2021. His detailed research documented the increased manufacturing costs reported for demand planning and production of the cartridge. 1) Chris' project management and data science background provided a key understanding of the extent and sensitivity of the data being requested and developed on behalf of the customer. 2) Chris' ability to fully understand the requirement to document the U.S. downstream supply chain requirements, procurement history has provided our team with access to key market data and government reports to assist in identifying key issues affecting critical industries in support of multiple unique and critical industries."

- Etta Kephart, Senior Consultant, SHEPRA, Inc.

Controller (Finance) / Leadership & Technical

Program Director / Instructor / Sys Admin – Remington / High Tech Inst | 2001 – 2003
 Strobel Manufacturing | 1998 – 1999
 United States Air Force | **Captain** | 1991 – 1998

Training & Leadership: Specifically recruited to be the Computer Networking and Technology Program Director at Remington College. Responsible for training and development for instructors and students. Other duties included test

“I’ve had the pleasure of working with Chris for two years, he played a pivotal role in many high profile projects for my group. His attention to detail and understanding of the dynamic nature of the IT environment provided my Team with project plans that were built for success. **His ability to communicate those plans and monitor their progress insured there were no surprises.** He was truly an unsung hero for several successful corporate initiatives. **He simply gets the job done.”**

- James Kimble, CISSP, Cracker Barrel

administration, classroom and computer setup, lab development, and tutoring.

Finance Leadership: As Controller for Strobel Manufacturing, served as a company officer and exercised responsibility for all financial areas of the company. Responsible for auditing general ledger for accuracy and providing timely financial analyses directly to the president. Documented, posted, analyzed, and generated reports for accounts receivable, accounts payable, payroll, and petty cash. Processed inventory receipts, production reports, bills of material, and cost of production reports.

- Compiled and updated employee benefits into comprehensive, versatile system
- Streamlined payroll processing and codified processing instructions to ensure continuity
- Traced actual cost of major products through costing system. Identified 25% unallocated labor, overhead.

2002 Information Technology Instructor of the Year for High Tech Institute.

Taught courses in in CompTIA A+, Network+, I-Net+, Cisco CCNA, MS Office 2000, and Project Management.

Technical Foundation: As Systems Administrator for Remington College, installed, coordinated, and administered Windows 2000 Server, Windows ISA Firewall, and 100+ client machines.

Authored and delivered a 120 academic hour technical engineering course in satellite electronics. Researched all engineering topics then taught from a non-technical perspective resulting in enhanced understanding and quicker application of the complex subjects and reducing end-unit training time by 30 days.

TECHNOLOGY		
PPM / Project Tools	Software Life Cycle Methodologies	Languages & Systems
✓ MS Project / Server	✓ SDLC	✓ Visual Basic
✓ Clarity	✓ Waterfall	✓ R
✓ Daptiv	✓ MSF	✓ Python
✓ Workfront	✓ Agile	✓ Cisco IOS
✓ Jira	✓ Scrum	✓ VBA
✓ Project Libre	✓ Six Sigma	✓ Windows Server

EDUCATION

Lipscomb University, 2015 – 2016, Master of Science (M.S.) in Data Science

United States Air Force Academy, 1987-1991, Bachelor of Science (B.S.) in Business Management; General Engineering Core Curriculum

AFFILIATIONS & PUBLISHED WORKS

- ✓ Project Management Institute
- ✓ Volunteer, PMINashville.org
- ✓ “Servant Leadership in Project Human Resource Management” – 2007 PMI Nashville Spring Symposium Presentation
- ✓ “Trust Fund Agile” – 2015 PMI Nashville Spring Symposium Presentation