

Mary F. Schonder

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SUMMARY

Determined Project Manager with experience in managing in-house and vendor Training and Documentation, and in leading new product introductions based on industry standards. Adept at leading large and mid size national teams to complete projects on time and within budget, meeting quality standards. Experienced in implementing Instructor-led, broadcast, PC, elearning and blended learning solutions and in launching software, hardware and system installations. Brings strong analytical, organizational, leadership, communication, negotiations and presentation skills. Works well in faced-paced/constantly changing environments and is known for getting projects accomplished in the most efficient and effective manner.

PROFESSIONAL EXPERIENCE

AT&T

Performed two roles concurrently – Technical Documentation & Training Manager and Project/Vendor Manager.

Technical Documentation & Training Manager

1996 - Present

Lead Planner and Coordinator for Vendor and Internal Documentation and Training across the AT&T Network. Using standard methodologies designed and conducted needs analysis and program feedback. Provided contractual negotiations, planning, budgeting, customization and scheduling. Coordinated technical documentation and instructor-led, broadcasted, PC, e-learning and blended solution training and presentations. Selected to mentor and coach Project Managers on Documentation and Training Manager functions to prepare them for a successful organizational transition.

- Designed, developed, and customized training curriculum to meet a wide range of needs of the business, ensuring flawless installation, deployment and implementation of new software, hardware and system introductions across the network.
- Managed and coordinated training for thousands of employees and contractors with session attendance as large as 200 and as small as 10 for Executives, Managers, System Engineers, Testers, and Operations Planners and Teams (including union employees). Solicited and unsolicited feedback was overwhelmingly positive.
- Conducted cross-vendor pricing analysis on competitors' Documentation and Training products, resulting in competitive contractual price negotiations.
- Implemented Training Needs Analysis and curriculum feedback for new vendor products, achieving significant training cost reductions and increases in training effectiveness.
- Ensured that vendor and in-house user documentation and training were delivered on time, on budget and were high quality.
- As Subject Matter Expert selected to represent AT&T on multi-corporation and vendor boards, staying abreast of the latest documentation and training issues and leading to significant improvements in communications, scheduling, and quality of vendor products.
- Established excellent rapport with newly acquired company and new vendors, becoming a mentor and coach in process and deliverable obligations.
- Security Administrator for internal access to vendor online documentation systems, ensuring company met vendor contractual obligations - Right to Use, Copyright laws, etc.

Project & Vendor Manager

1996 - Present

Technology Planning and Management, Testing, Documentation and Training Coordination, and Quality Process Improvement using ISO certified methods. Provided contract negotiations, project feasibility and analysis, budgeting, purchasing, scheduling, software testing, tracking, and management of cross-organizational and vendor communications. Oversaw new software, hardware and system conversions, retrofits and first field application introductions.

- Led cross-organizational teams in the successful national deployments of several new software, hardware and intersystem products. Enabled teams to maintain very aggressive schedules, reduce expenses, and improve quality and efficiencies.
- Led a team on the development of the first, standard project tracking mechanism for ongoing software and hardware development and delivery across vendors and across all AT&T technologies. Assures that vendors meet their contractual obligations, and quality standards and on-time deliveries are achieved.
- Coached several Project Managers and vendors on the internal quality project tracking processes, leading to successful quality product implementations for various business units.
- Provided technical and product expertise and historical contribution in pre-design meetings with System Engineers and Operations Planners to resolve feasibility, network and business unit impact study issues
- Led and participated on various organizational and cross-organizational Quality Improvement Processes that aided in increasing efficiencies and effectiveness across the company.

Project Manager & System Tester

1995 - 1996

Provided Project Management; Quality Process implementation and improvement; analysis and development of Software Design, Code, User Documentation, Training Materials; Testing; and Systems Support for worldwide customer base for Sales and Warehousing Systems.

- Selected as Quality Assurance Testing Department's team leader for organization's first self-directed (non-management involvement) project team, resulting in seamless deployments of 2 new Sales Order and Warehousing Systems software releases upgrades.
- Member of various Quality and Process Improvement teams. Aided in the development and design of new and/or improved System Test Plan Template and Standards, User Documentation, Training Methods, Customer Support processes, Development and Vendor delivery processes, and Metrics Collection and Reporting processes.

APPLICATIONS & SYSTEMS

MS Office Suite - Word, Excel, PowerPoint, Access; MS Project; Broadcasting and eLearning Training Systems; Telecommunication Switching and IP-based Systems; Sales and Warehousing Systems.

EDUCATION & PROFESSIONAL DEVELOPMENT

BS - Computer Information Systems & Business Administration, Elmhurst College, Elmhurst, IL, 1993

Master's Certification - Project Management, Steven's Institute of Technology/AT&T School of Business and Technology, Chicago, IL, 2001

Negotiation

ISO Process Certification