

JAMES EWING

PROGRAM/PROJECT PMO DIRECTOR

📍 Denver Metro Area

📞 562.551.4784

✉ jstanewing@gmail.com

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EXECUTIVE SUMMARY

As a seasoned PMO Director with over a decade of experience in leading project management, I am dedicated to delivering results that exceed expectations. Known for my ability to effectively bridge the gap between stakeholders and technology across diverse industries, I have a strong technical acumen and a proven track record driving digital transformation, fostering collaboration, and mentoring emerging project managers. I thrive on tackling challenges and implementing innovative solutions that enhance project performance and operational efficiency.

PROFICIENCIES

- Project Management Office (PMO)
- Program/Project Management
- Agile Methodologies
- Web & App Development
- Cross-Functional Leadership
- Digital Transformation
- Executive/Stakeholder Engagement
- Strategic Planning
- Atlassian Suite (Jira, Confluence)
- Figma
- Adobe Creative Suite
- Segment/Amplitude

EXPERIENCE

● **RIA MONEY TRANSFER | Buena Park, CA | 2019 - Nov 2024**

A leading global financial services organization cross-border remittances and foreign currency exchange.

Director, Project Management | Denver, CO | 2022 - Present

- Led the alignment of financial and operational departments to digital strategy, focusing on digital transformation, enterprise platform solutions and enhancements, and organizational evolution with technology.
- Drove project prioritization with executives and stakeholders based on strategic objectives, resource availability, and business impact.
- Identified opportunities for improvement in the PMO to enhance efficiency and alignment with vision and strategy.
- Developed comprehensive project plans into scalable solutions and repeatable processes.

KEY ACCOMPLISHMENTS:

- Led the establishment of an interdepartmental PMO, optimizing project processes globally.
- Managed the successful rebuild and launch of a mobile application, expanding user base across 28 additional countries.
- Connected and collaborated with cross-functional teams in the US, South America, and Eastern Europe to achieve project milestones.

● **Project Manager/Business Analyst | Buena Park, CA | 2019 - 2022**

- Gathered and analyzed product and business requirements through customer and stakeholder interviews, preparing BRD's and mockups for technical, business, and design teams.
- Aligned project parameters and business goals to ensure project completion on time and within defined success criteria, managing scope creep and expectations effectively.

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- Led cross-discipline development teams in managing multiple medium-to-large scale projects concurrently, from initiation to closure.
- Communicated project progress, risks, and mitigation plans to stakeholders at all levels, managing escalations as needed.

KEY ACCOMPLISHMENTS:

- Revived stalled initiatives and products by improving interdepartmental communications.
- Designed new onboarding system to cut approval time in half for activations.
- Accelerated department UAT timeline for full production launch by three weeks.

● **CELTIS VENTURES, INC | Redondo Beach, CA | 2015 - 2019**

A full-service marketing, advertising, communications engagement and end-to-end brand management firm.

Web Director

- Identified and planned web product opportunities, overseeing all stages of web development, including coding, UX Wireframes, and UI Mockups.
- Organized timelines, backlogs, and budgets while coordinating specs with design, marketing, and development teams.
- Utilized data analysis and creative problem-solving to evaluate risks and address client needs.
- Acted as a key liaison to clients, managing timelines and budgets while coordinating specs with developers and designers.

KEY ACCOMPLISHMENTS:

- Led the establishment of an interdepartmental PMO, optimizing project processes globally.
- Managed the successful rebuild and launch of a mobile application, expanding user base across 28 additional countries.
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● **DIGITAL INSTALLERS, INC | Long Beach, CA | 2012 - 2015**

A low-voltage design, service and installation company specializing in network, audiovisual and security projects.

Office Manager

- Led end-to-end project management for network infrastructure, audiovisual, and security system installations, ensuring projects were delivered on time, within budget, and to client specifications.
- Designed and implemented structured network wiring plans, including fiber optics, Ethernet, and CCTV systems, optimizing connectivity and security for commercial and residential clients.
- Developed project scopes, schedules, and budgets while managing risk and ensuring alignment with stakeholder expectations.
- Spearheaded process improvements, including the creation of a new project scheduling system that enhanced operational efficiency and optimized field service dispatching.
- Acted as the primary liaison between internal teams and business clients, strategically addressing technical and operational challenges to drive customer satisfaction and retention.

KEY ACCOMPLISHMENTS:

- Implemented a new project scheduling system that improved resource allocation and service delivery, contributing to a significant increase in client acquisition.
- Designed and launched a modernized website and digital marketing campaigns, increasing online engagement by 30% and enhancing brand visibility in a competitive market.
- Successfully managed multiple large-scale installation projects, coordinating cross-functional teams and mitigating risks to ensure seamless execution.

VOLUNTEER SERVICE

● ARTISTS & MUSICIANS IN RECOVERY | Dallas, TX | 2018 - Present

Non-Profit celebrating artists and musicians in recovery with an annual event and fundraising.

Web Director

- Built the organization's digital presence from the ground up, designing and developing two websites that showcase the creative talents of artists and musicians in recovery. Work include full design and development of website content and structure, along with graphic design for logos and branding to establish a cohesive visual identity.
- Manage all live-stream components for AMR's annual Signature event, ensuring seamless streaming across social media platforms and a dedicated live-stream website.
- Leading the development of a new interactive platform that will allow artists and musicians to register, create profiles, showcase their work, and connect their social accounts, websites, and storefronts.

● UNITED BLACK FAMILY SCHOLARSHIP FOUNDATION | Oakland, CA | 2018 - Present

Nonprofit organization dedicated to improving the social and economic conditions of underserved communities.

Web Director

- Led a complete overhaul of the organization's digital presence, working closely with its incarcerated founder to bring its mission to life online.
- Spearheaded the full redesign of the website, handling both design and development to create a platform that effectively communicates UBFSF's vision and initiatives
- Contributed to graphic design, product development for the organization's online store, and the creation of a structured PMO framework that the team now uses to manage all projects supporting UBFSF's mission

EDUCATION

- **Web Development Immersive Professional Diploma**
General Assembly | Los Angeles, CA | 2015
- **Associate of Arts in Business Administration
Concentration in Finance**
University of Phoenix | Dallas, TX | 2011