

Artie Ford

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SUMMARY

Highly skilled Project Manager with over 20 years of experience in managing complex projects within both military and corporate environments. Proven track record of leading large, high-impact initiatives with a focus on IT service management and strategic planning. Recognized for strong leadership, problem-solving abilities, and meticulous attention to detail.

Certifications: PMP, SAFe 5 Scrum Master, ServiceNow ITSM Professional, ServiceNow CSA, ServiceNow CAD

EXPERIENCE

Project Manager, Deloitte Consulting, LLP, Philadelphia, PA 03/2020 - Present

- Managed multiple implementation teams to onboard clients onto ServiceNow
- Led a team of 20 professionals to build a custom app showcased at Knowledge 23
- Provided oversight and guidance to functional and technical resources, designing and developing solutions to IT and business challenges
- Served as the primary point of contact for all client inquiries and requirements
- Tracked and reported on all project deliverables
- Oversaw all training and OCM conducted by project teams
- Led client workshops to determine requirements and design solutions
- Served as PMO specialist and Program SME on all Project Management tools used within the program
- Scrum Master certified, managed scrum processes to ensure efficient project delivery

Legal Office Manager, CW3, US Army, Various locations 04/1998 – 04/2019

Project Manager skilled at renovating courtrooms and implementing IT solutions within boutique law firms

- Renovated courtrooms on 3 US Army bases, upgrading physical and IT infrastructure
- Served as one of the US Army's top subject matter experts on complex case litigation
- Managed multiple classified database systems to maintain accountability and access to 1.6 million pages of evidence
- Mastered LAW PreDiscovery, Concordance, and CaseMap and developed review and discovery processes; trained 15 attorneys and paralegals on software and processes to dramatically speed up discovery and meet all requirements
- Tested and expanded Military Justice Online, a system to digitize all military justice actions within the US Army

EDUCATION

Master of Science, Accounting 12/2015
Auburn University, Auburn, AL

Bachelor of Science, Accounting 08/2013
University of Maryland Global Campus, Adelphi, MD