



Paula A. Perreira

Enterprise IT Project Manager

Core Competencies: Full Life Cycle Delivery | PMO and Governance | Agile and Waterfall | Service Readiness, Change Management, and Stakeholder Support

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PMP · PMI-ACP · CSPO · CSM · ITIL4

PROFESSIONAL SUMMARY

25+ years leading enterprise IT programs and projects across the full delivery life cycle, from requirements and planning through testing, rollout, and support. Define scope, quality standards, and timelines, evaluate risk, track progress, and report clearly to management, staff, and end users. Pair disciplined delivery with customer service, process improvement, change management, service readiness, user adoption, and stakeholder support, so new capabilities are supportable on the day they go live. Apply Agile and Waterfall life cycle methods across Fortune 500, government, information technology services, hardware, telecommunications, healthcare services, insurance, financial services, and banking.

SELECTED HIGHLIGHTS

- Full life cycle delivery: managed IT projects across all phases, defining requirements, quality standards, and timelines, coordinating testing, and moving deliverables from one phase to the next on schedule.
- Program delivery: ran a \$9.9 million federally funded program and delivered Salesforce environments across development, integration, and user acceptance testing with a Scrum support model.
- Service readiness and customer service: earned the CIO MVP Award for service desk training and support readiness during a support vendor transition.
- Portfolio scale: led a portfolio of Nationwide Insurance projects representing more than \$300 million in cumulative project budgets over tenure, directing professional and technical staff on teams of 10 to 250.
- Adoption at scale: led Windows and Internet Explorer testing, remediation, and deployment across approximately 43,000 assets, 41,000 users, and 32 departments, averaging about 8,000 asset deployments per month.

CORE COMPETENCIES

IT Project Management: Full life cycle delivery across all phases, requirements definition, scope, quality standards, timelines, risk and RAID management, progress tracking, status reporting, testing and user acceptance testing coordination, phased rollout

Customer Service and Process Improvement: Service desk readiness and transition, customer service continuity, knowledge resources and training, process improvement, organizational change management, user adoption, stakeholder support, and clear communication

Methods and Life Cycle: Agile, Scrum, Kanban, Waterfall, Hybrid, SDLC, ITIL, work breakdown structure, scheduling, budget and procurement support

Leadership and Communication: Supervising and directing professional and technical staff, stakeholder management and support, executive reporting, developing and delivering presentations, time management, working independently and as part of a team

Tools and Platforms: Artificial intelligence (AI), PeopleSoft, ServiceNow, Salesforce, MuleSoft, Microsoft Azure, Azure DevOps (project management, boards, and tracking), GitHub, Jira, Confluence, Smartsheet, Microsoft Project, Planview, SharePoint, Microsoft 365, Visio, Power Platform, Tableau

Data and AI: Foundational SQL, AI assisted SQL scripting, AI enablement and adoption, ChatGPT Enterprise, Microsoft Copilot, Copilot Studio, Google Gemini



PROFESSIONAL EXPERIENCE

PAPCOM, L.L.C. | Independent Technology Consulting Practice

2003 to present

Provide enterprise program, project, and process-improvement management and consulting through W-2, C2C, and 1099 engagements.

Senior IT Project Manager, Enterprise Technology Delivery, PMO

Texas Department of Transportation (TxDOT) | 2023 to August 2026

Consulting engagement through NEOS Consulting

- Managed IT projects within the Information Technology Division Project Management Office across all phases, coordinating workstreams, owners, blockers, risk, reporting, and governance for management, staff, and end users.
- Defined project requirements, quality standards, and timelines, evaluated risks, tracked progress, provided regular status reports, and confirmed deliverables were ready to move to the next phase.
- Drove delivery readiness for Adobe Experience Manager Guides and the service desk transition through user acceptance testing coordination, knowledge resources, training, and phased rollout, keeping customer service steady through the change.
- Met regularly with stakeholders to gather needs and feedback, managed and approved project changes, attended and led meetings, and directed professional and technical staff.
- Built AI Center of Excellence adoption content, including the SharePoint resource hub, role based learning paths, quick guides, use case intake, and a glossary supporting AI use in daily work.
- Originated an internal digital records and tracking application concept that advanced into development at the agency with Chief Information Officer level visibility.
- Built a digital accessibility compliance tool, a graphical interface that helped teams produce compliant documents and simplified a manual process.
- Earned the CIO MVP Award for service desk training and support readiness.

Senior IT Project Manager, IT Program Manager

2020 to 2023

Texas Department of Family and Protective Services

- Built and managed Salesforce cloud delivery environments across development, integration, and user acceptance testing, integrated with MuleSoft and Azure, and built a Scrum support model for builds, enhancements, defects, and support.
- Ran a \$9.9 million federally funded Family First Prevention Services Act program and integrated the state child welfare system with the national electronic interstate compact system for secure interstate placement data exchange.
- Delivered a customized Salesforce application that tracked caregiver training, connected to the child welfare system and the learning platform with secure Azure authentication, and standardized delivery through risk, work breakdown, schedule, and project office process support.

IT Program Manager, IT Project Manager

2005 to 2019

Nationwide Mutual Insurance Company

Contractor 2005 to 2015, employee 2016 to 2019.

- Led a portfolio of enterprise IT projects across insurance and financial services representing more than \$300 million in cumulative project budgets over tenure, directing teams of 10 to 250.
- Led merger and acquisition integration programs spanning network, authentication, domain migration, Microsoft 365, Salesforce, human resources systems, ServiceNow, data migration, telecom, service desk consolidation, and operational support transition.



- Led Windows and Internet Explorer testing, remediation, and deployment across approximately 43,000 assets, 41,000 users, and 32 departments, averaging about 8,000 asset deployments per month.
- Consolidated acquired service desk operations, trained staff on Nationwide systems and processes, and transitioned support ownership with continuity of service for users.

EARLIER CAREER

- Telecom Project Manager: NextLink, XO Communications, and ETI/Frontier/Global Crossing
- Business Operations Manager: Grubb and Ellis | Adena Realty Advisors
- Regional Carrier Operations Manager, promoted from Senior Project Manager: CoreComm
- Licensed Child Welfare Clinical Case Manager: South Community Children and Youth Services and Directions for Youth

EDUCATION

Master of Business Administration, Information Systems Management

Keller Graduate School of Management

Master of Project Management, PMI curriculum

Keller Graduate School of Management

Post Graduate Program, Artificial Intelligence for Leaders

The University of Texas at Austin

Bachelor of Technical Management

DeVry University

Associate of Applied Science, Mental Health Technology

Sinclair College

CERTIFICATIONS

- Project Management Professional (PMP), PMI, credential 493138
- PMI Agile Certified Practitioner (PMI-ACP), PMI, credential 3455840
- PMI Certified Professional in Managing AI (PMI-CPMAI), expected completion 08/14/2026
- Certified Scrum Product Owner (CSPO), Scrum Alliance, credential 944420
- Certified ScrumMaster (CSM), Scrum Alliance, credential 944420
- ITIL4 Foundation, PeopleCert, credential GR671097031PP
- Crucial Conversations Mastery, course curriculum

AI PRODUCT AND WEBSITE PORTFOLIO

Independent builds: PromptPilot (AI prompt support and reuse), VibeScout (restaurant locator site), TimePilot (time and productivity workflow), SparkAI Registry (AI use case registry prototype), AI PM Weekly (AI project management publication), and PM Practice Exams (exam practice site).