Stephanie "Stevie" Peterson, CCMP, PMP, CBAP, ITIL EXPERT, PMI-ACP, CSM, PMI-PBA, LSSGB, IIBA-AAC

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Profile

Effective, creative, and values-based leader, manager, consultant, and trainer with demonstrated competencies in:

Organizational Change Management | Portfolio/Program/Project Management | Business Analysis | Agile/Scrum | Process Design and Improvement | ITIL$^{®}$ | Governance | Strategy Development and Implementation | Training | Curriculum Development

Education / Certifications / Professional Memberships

- ✳ **University of St. Thomas, Minneapolis/St. Paul, Minnesota**
  Master of Arts; Human Resource Development; concentration in Organization Development

- ✳ **University of Denver, Daniels College of Business, Denver, Colorado**
  Concentrated Master of Arts; Program Management and Leadership

- ✳ **University of Minnesota, Minneapolis, Minnesota**
  Bachelor of Science; Major: Sociology of Law, Criminology, and Deviance; Minor: Psychology

- ✳ **Certified as a Project Management Professional (PMP) by the Project Management Institute,** *1999 – present*

- ✳ **ITIL Foundations V2 Certificate,** *2003;* **ITIL Manager's Certification - with a mark of Distinction,** *2004;* **ITIL Foundations V3 Certificate,** *2008;* **ITIL V3 Expert,** *2009;* **ITIL Service Design Lifecycle Certification,** *2009;* **ITIL Continual Service Improvement Lifecycle Certification,** *2010;* **ITIL Service Strategy Certification,** *2012*

- ✳ **6 Sigma Green Belt,** *2004*

- ✳ **COBIT Foundations Certificate,** *2011*

- ✳ **Certified Business Analysis Professional (CBAP) by the International Institute of Business Analysis,** *2013*

- ✳ **Certified ScrumMaster,** *2013*

- ✳ **Agile Certified Practitioner (PMI-ACP) by the Project Management Institute,** 2014

- ✳ **Professional in Business Analysis (PMI-PBA) by the Project Management Institute,** 2014

- ✳ **Certified Change Management Professional (CCMP) by The Association of Change Management Professionals,** 2017
- ✳ **Agile Analysis Certification (IIBA-AAC) by the International Institute of Business Analysis,** *2018*
- ✳ **Member, Project Management Institute,** *1999 – present;* **Member, Minnesota OD Network,** *2000 – present;* **Member, itSMF,** *2004 – present;* **Member, International Institute of Business Analysis,** *2012 – present;* **Member, MN Organizational Development Network (ODN),** *2001 – present,* **Member, Scrum Alliance,** *2013 – present,* **Member, The Association of Change Management Professionals,** 2017.

Career Highlights

FUZION Consulting & Training Services, LLC - Oakdale, MN　　　　　**2005 – Present**

Management Consultant & Trainer (Founder and Principal)
Provides scalable, integrated, customized consultation and training services for manufacturing, health care, retail, government, and financial organizations.

- Performed organizational readiness assessments and developed organizational change plans to ensure personnel's rapid adoption of introduced changes.
- Assessed organizational capability related to strategic goals and service portfolios; developed and implemented cost-effective service management roadmaps.
- Built effective governance structures.
- Architected Project Management Offices (reporting to "full service").
- Developed strategy and created/implemented associated tactics for transforming a product, transaction-based business model into a service-oriented model.
- Wrote and delivered accredited training materials: ITIL® Foundations (Versions 2 and 3), Organizational Change Management, Project Management Fundamentals, and Business Process Improvement, Agile, Business Analysis.
- Led successful implementation efforts utilizing both traditional and agile approaches/methodologies.
- Recruited to be an Adjunct Instructor: Concordia University; College of Business & Organizational Leadership.

Strategic Partnerships: Watermark Learning; Open Systems Technologies

Pepperweed Consulting, LLC – Sewickley, PA

Practice Director　　　　　**2008**
Developed and managed full service Project Management Office (PMO) for all consultancy engagements; led and managed the IT Governance (ITG), Organizational Change Management, and Project & Portfolio Management (PPM) practice (in a virtual environment).

- Assessed the current environment; architected PMO policy, processes, and procedures.
- Developed and delivered PMO-based training to all personnel.
- Developed and executed a customized organizational change plan.

- Developed organizational change-related products and integrated them into current product portfolio; developed the ITG Process Model; trained personnel and provided oversight for ITG/PPM-related products and projects (still utilized today).

U.S. Bancorp – Minneapolis, MN

Vice-President – Process & Controls, Information Technologies   2003-2005

Provided functional leadership in the areas of process design/improvement, change management, problem management, reports, analysis, tool administration, and application development; acted as an internal consultant in the areas of enterprise-wide strategy development and implementation; program managed key cross-functional initiatives.

- Created measures of success, associated objectives, and key performance metrics providing focus and alignment throughout a 3,200 person IT organization. Developed operations review format for enterprise-wide deployment.
- Provided vision and tactical direction for functional areas of ownership; met or exceeded all stated objectives.
- Developed an enterprise-wide, ITIL-based process improvement program plan; facilitated governance structures.

Qwest / U S WEST Communications– Minneapolis, MN

Director – Business Development, Consumer Division   2001-2002

Provided leadership and performed program management responsibilities for consumer division's strategic projects and initiatives.

- Led virtual, cross-functional, 72 member matrixed program team in the planning and implementation of cradle-to-grave activities for in-region long distance re-entry, Qwest's primary strategic objective for 2001-2002. Effectively managed resource contention across 14 projects while meeting or exceeding all targeted timelines within budget.

Director – Project Management, Business & Government Services Division   1999-2001

Provided leadership for 189-person project management organization that implemented network and equipment installations (voice and data) for high-end business and governments market sectors across the country.

- Created vertical organization with vision, mission, guiding principles, goals, strategies and tactics; developed policies, career ladder, recognition program, and implemented database management tool; integrated three highly diverse project management organizations subsequent to merger.
- Conducted competitive needs analysis for targeted market; developed and implemented project management practices in response to findings. Developed research tools to assess organizational performance; *significantly surpassed competitors' performance within one year of creating organization.*
- Managed portfolio containing over 1200 projects representing 2.3B in contract revenue.