EXECUTIVE PROJECT PORTFOLIO

R. Mikki Smith-Vanterpool, PMP

PROGRAM & PORTFOLIO MANAGEMENT | CLOUD TRANSFORMATION | AI & AUTOMATION | DATA & ANALYTICS | ENTERPRISE IMPLEMENTATION

Selected Implementation Case Studies

A focused portfolio of programs and implementations spanning conversational AI, AWS cloud transformation, enterprise PMO, CRM, analytics modernization, and multi-workstream migration.

$141M+	$85M	$22.7M	20+
Total Realized Value	Aileron-Associated Value	Portfolio Budget Baseline	Initiatives

01 | Conversational AI & Amazon Lex Modernization

Environment	Public-Sector Library System - Los Angeles County, California
Role	Principal Project / Program Management
Technology / Methods	Amazon Lex, AWS Lambda, APIs, NLP, CloudWatch, conversational AI, testing, deployment governance

Program Overview

Led the implementation of a conversational AI / LexBot capability for a large public-sector library environment, coordinating technical teams and business stakeholders while translating service needs into an implementable cloud-based conversational experience.

Leadership & Delivery

- Program planning and implementation governance across technical and business workstreams.
- Coordinated requirements, conversational flows, API/integration dependencies, testing, and deployment readiness.
- Managed risks, issues, decisions, stakeholder communications, and delivery sequencing.
- Supported validation of user experience and operational readiness before release.
- Established executive-level visibility into implementation status, dependencies, and launch readiness.

Portfolio Significance

Demonstrates leadership of an AWS-based AI implementation in a public-sector environment, including governance, cross-functional coordination, testing, and production deployment.

02 | AWS Cloud Transformation & Implementation

Environment	Public Healthcare / State-Level Environment - Missouri
Role	Program / Project Management
Technology / Methods	AWS cloud services, migration readiness, testing, cutover, stabilization, RAID, executive governance

Program Overview

Managed a public-healthcare AWS transformation engagement through planning, implementation readiness, testing, cutover coordination, and stabilization, aligning technical delivery, operational stakeholders, and program governance.

Leadership & Delivery

- Directed integrated planning across cloud, application, data, testing, and operational workstreams.
- Maintained RAID governance and escalated cross-workstream dependencies affecting schedule or readiness.
- Coordinated testing, cutover planning, implementation checkpoints, and post-go-live stabilization.
- Produced executive reporting and decision support for program leadership.
- Aligned delivery milestones with business and operational readiness.

Portfolio Significance

Demonstrates cloud-transformation leadership in a regulated public-service environment and the ability to move complex work from planning through go-live and stabilization.

03 | AI-Enabled Enterprise PMO & Portfolio Intelligence

Environment	Enterprise Portfolio / PMO Transformation
Role	Program / Portfolio Leadership
Technology / Methods	PMO governance, portfolio analytics, AI-assisted reporting, prioritization, RAID, executive dashboards

Program Overview

Designed an enterprise PMO operating model focused on portfolio visibility, standardized governance, prioritization, and decision intelligence, combining PMO discipline with AI-supported analysis and executive reporting.

Leadership & Delivery

- Defined governance standards, reporting cadence, decision rights, and portfolio controls.
- Structured portfolio intake, prioritization, dependency management, and risk escalation.
- Developed executive-level views of schedule, value, risk, and delivery health.
- Applied AI-assisted methods to improve synthesis, reporting efficiency, and decision support.
- Connected project execution to strategic outcomes and realized business value.

Portfolio Significance

Positions program management as a strategic operating capability rather than administrative project tracking.

04 | Enterprise CRM & Customer 360 Transformation

Environment	Enterprise Customer / Service Transformation
Role	Program Management
Technology / Methods	CRM, Salesforce-aligned processes, integrations, UAT, adoption, deployment, change management

Program Overview

Provided program leadership across enterprise CRM transformation work connecting customer information, workflows, integrations, testing, and business adoption to create a more unified customer and service operating environment.

Leadership & Delivery

- Translated business requirements into coordinated technology workstreams and implementation milestones.
- Managed integration dependencies, stakeholder alignment, UAT, defect resolution, and deployment readiness.
- Coordinated business adoption and change activities alongside technical implementation.
- Maintained program governance, status reporting, risk management, and decision tracking.
- Supported post-launch stabilization and operational transition.

Portfolio Significance

Demonstrates the ability to bridge business operations, customer experience, enterprise applications, and technology delivery.

05 | Enterprise Data & Analytics Modernization

Environment	Enterprise IT / Data Analytics Portfolio
Role	Senior IT Data Analytics Project Management
Technology / Methods	Data analytics, PMO reporting, Jira, Smartsheet, UAT, go-live, SDLC

Program Overview

Managed enterprise IT and data-analytics initiatives requiring structured delivery governance, cross-functional coordination, testing, and go-live management, including $4.1M in realized value associated with the TEKsystems engagement.

Leadership & Delivery

- Managed project plans, milestones, risks, dependencies, and executive status reporting.
- Coordinated business, analytics, engineering, and operational stakeholders.
- Supported requirements, UAT, implementation planning, go-live, and stabilization.
- Used Jira and Smartsheet for delivery visibility, issue management, and reporting.
- Connected program execution with measurable business outcomes and realized value.

Portfolio Significance

Provides a measurable enterprise example of data and analytics delivery leadership and value realization.

06 | Multi-Workstream Cloud Migration & Operating Model

Environment	Enterprise Cloud Transformation
Role	Program Management
Technology / Methods	Cloud migration, operating model, dependency management, organizational readiness, governance

Program Overview

Structured a multi-workstream cloud migration program around integrated planning, dependency control, migration waves, organizational readiness, and post-go-live operations.

Leadership & Delivery

- Built integrated roadmaps across infrastructure, applications, data, security, testing, and operations.
- Managed migration-wave dependencies and readiness gates.
- Established governance for risks, decisions, scope, schedule, and executive escalation.
- Coordinated organizational readiness and transition-to-operations activities.
- Created a repeatable operating model to support delivery after migration.

Portfolio Significance

Shows the ability to lead complex transformation where technology implementation and operating-model change must occur together.

Additional Implementation Experience

TEKsystems - Enterprise IT / Data Analytics: Senior IT Data Analytics Project Manager work spanning PMO reporting, Jira/Smartsheet, UAT, go-live execution, and $4.1M in realized value.

Salesforce / CRM: Enterprise implementation experience spanning Salesforce-aligned transformation, customer/service workflows, integration coordination, UAT, adoption, and deployment governance.

ECO-Trans Energy Efficiency Implementation: Structured implementation management, stakeholder coordination, and operational transformation.

Aileron Consulting Firm LLC: Program management, implementation governance, technology strategy, and executive transformation engagements associated with $85M in realized value.

Executive Positioning

R. Mikki Smith-Vanterpool brings 10+ years of project, program, and operations leadership across technology transformation, cloud, data and analytics, enterprise applications, AI-enabled delivery, UAT/go-live, and PMO governance. Her portfolio reflects the ability to translate complex strategy into governed, cross-functional execution and measurable organizational value.