

R. MIKKI SMITH-VANTERPOOL, PMP

SENIOR TECHNICAL PROGRAM & PORTFOLIO LEADER | PMO GOVERNANCE | ENTERPRISE TRANSFORMATION

(757) 329-8160 | rhamobbie@gmail.com | linkedin.com/in/r-mikki-s-0416a2244

EXECUTIVE PROFILE

PMP-certified senior program and transformation leader with 10+ years of experience directing complex enterprise initiatives across technology, data and analytics, cloud, CRM, financial services, insurance, healthcare, government, and regulated environments. Career portfolio reflects \$141M+ in realized value, including \$85M associated with Aileron engagements and \$4.1M delivered at TEKsystems. Leads through strategy, governance, portfolio oversight, executive decision support, risk and dependency management, financial stewardship, and cross-functional alignment - partnering with engineering, product, data, operations, vendors, and business leaders to deliver outcomes without positioning as a hands-on engineer.

CORE LEADERSHIP CAPABILITIES

Program & Portfolio Leadership | Technical Program Management | PMO Governance | Enterprise Transformation | Strategic Roadmaps | Executive Communications | Budget & Forecast Oversight | RAID & Dependency Management | Cross-Functional Leadership | Agile / Hybrid Delivery | SDLC | Cloud & Data Programs | CRM & Enterprise Applications | UAT & Go-Live Readiness | Change Management | Risk & Compliance | KPI & Executive Dashboards | Vendor Management

PROFESSIONAL EXPERIENCE

Senior Program Manager / PMO Consultant | Aileron Consulting Firm, LLC | Remote / Washington, D.C. | Oct 2018 - Present

- Direct enterprise transformation and program-management engagements across government, healthcare, financial services, technology, operations, and customer experience, translating executive priorities into portfolio roadmaps, governance, milestones, decision rights, and measurable outcomes.
- Lead high-value programs and interconnected workstreams associated with \$85M in realized value, maintaining executive visibility into investment priorities, scope, schedule, financial performance, risks, dependencies, decisions, and organizational readiness.
- Built and standardized PMO governance across 20+ initiatives, improving reporting-cycle efficiency by 30%+ and reducing delivery variance by 20%+ through KPI-based dashboards, operating rhythms, escalation paths, and stronger delivery controls.
- Orchestrate business, engineering, data, operations, vendor, and leadership stakeholders through requirements, prioritization, UAT, implementation readiness, change adoption, go-live, and post-launch stabilization.
- Facilitated 50+ planning, requirements, governance, stakeholder, usability, and process-mapping sessions supporting enterprise decision-making and adoption.

Licensed Insurance Agent - Personal Lines | GEICO | Virginia Beach, VA | Mar 2025 - Present

- Operate in a highly regulated financial-services environment supporting 40-60+ customer interactions daily and up to 240+ weekly while maintaining quality, compliance, documentation accuracy, and service standards.
- Navigate enterprise applications, customer workflows, risk controls, and cross-product processes, providing direct frontline insight into customer experience, operational friction, digital servicing, and the downstream impact of technology and process decisions.
- Apply structured issue resolution, prioritization, compliance judgment, and stakeholder communication in a metrics-driven operating environment.

Senior IT Data Analytics Project Manager | TEKsystems | Norfolk, VA | Sep 2023 - Apr 2024

- Directed up to five concurrent enterprise IT, data, analytics, and business-system initiatives, coordinating up to four delivery teams across technical, business, vendor, and executive stakeholders.
- Delivered \$4.1M in realized business value while governing program and portfolio performance against a \$22.7M project/portfolio budget baseline.
- Strengthened scope control, integrated planning, RAID management, change control, escalation, resource visibility, UAT, and release readiness, reducing delivery variance by 20%+.
- Translated technical progress, financial considerations, risks, dependencies, and recovery actions into executive-level decisions and portfolio visibility using Jira, Smartsheet, Salesforce, SharePoint, Microsoft Project/365, AWS, and data/analytics platforms.

IT Project Manager | Aspen Technology Group, Inc. | Remote / Grand Junction, CO | Feb 2022 - Jun 2022

- Managed up to four client-facing technology projects across the SDLC within a portfolio valued at up to \$1M, integrating requirements, schedules, budgets, risks, dependencies, release milestones, and customer communications.
- Coordinated enterprise cloud and contact-center implementation activities, including AWS-based capabilities, testing, compliance, stakeholder communications, and operational readiness across up to five delivery cycles.

Tier II Fraud Risk Analyst | Bank of America | Remote / Englewood, CO | Apr 2020 - Sep 2021

- Analyzed 100+ transactions and account patterns daily for fraud, suspicious behavior, customer risk, and exposure while maintaining 98%+ decision accuracy.
- Supported fraud controls, escalations, regulatory operations, and enterprise risk management across \$1M+ in reviewed exposure.

Earlier Leadership Experience

Additional foundation in customer success, UX research/design, project management, public-sector program delivery, workforce development, stakeholder engagement, and partnership-based operations. Earlier experience is selectively presented based on role relevance.

CERTIFICATIONS & LICENSURE

Project Management Professional (PMP) | Certified ScrumMaster (CSM) | AWS Cloud Practitioner | AWS Business, Technical & Sales Certified | Lean Practitioner | Licensed Personal Lines Insurance Professional - 14 States

EDUCATION

Southern New Hampshire University - Graduate Studies, Project Management & Operations | Old Dominion University - B.S., Sociology | Everest College - A.S., Healthcare Administration

TECHNOLOGY & TOOLS

Jira | Salesforce | Smartsheet | Microsoft Project | Excel | Power BI | Tableau | SharePoint | ServiceNow | Visio | AWS | AWS Connect | Microsoft Dynamics | CRM Platforms | PMO Dashboards | Agile Tools