

# Mary Jo Murphy, CSM, CRMP

Henderson, NV • (805) 422-2345 • [mjmurphy@live.com](mailto:mjmurphy@live.com) • <http://linkedin.com/in/mary-murphy-projectmanager> • <https://www.mary-murphy.online>

## Senior IT Project Manager and Scrum Master

- Enterprise IT Project Manager with over 15+ years of experience leading large-scale integrations, cloud and platform deployments, and regulatory-driven initiatives across F500, financial services, healthcare, insurance, and public-sector environments.
- Proven track record in full lifecycle project delivery across Waterfall, Agile, Scrum, and hybrid models, driving governance discipline, stakeholder alignment, and execution rigor while maintaining on-time delivery rates of 95%+ across high-visibility initiatives.
- Strategic partner to executive stakeholders and cross-functional leadership teams, combining deep technical fluency with strong communication and change management capabilities to translate business objectives into executable project roadmaps.

## Key Skills

IT Project Management | Agile & Waterfall Delivery | Scrum Mastery | SDLC Governance | Program & Portfolio Management | System Integration | Cloud & Platform Deployments | Salesforce Implementations | API & Data Integrations | Risk & Issue Management | Budget & Resource Management | PMO Governance | Executive Stakeholder Engagement | Cross-Functional Leadership | Regulatory & Compliance Initiatives | Change Management | Vendor & Partner Management | Jira & Confluence | Azure DevOps | MS Project | Digital & Mobile Platforms | Infrastructure Modernization | Process Optimization | Technical Roadmaps

## Career Highlights

- Baldwin Risk Partners:** Delivered multiple enterprise integration programs with a 95% on-time delivery rate, improving development efficiency by 20% through Agile optimization while aligning technical execution with executive priorities.
- KnowInk:** Led voter registration system integrations impacting Clark County elections, navigating regulatory constraints and public-sector accountability while accelerating production releases by 20% and maintaining strict delivery timelines.
- Nike:** Directed global enterprise platform integration initiatives, collaborating directly with executive stakeholders to improve project clarity by 25%, maintain 100% client satisfaction, and deliver technology solutions supporting international operational scalability.
- Humana:** Spearheaded Agile transformation initiatives, coaching multiple delivery teams and implementing standardized workflows that increased team productivity by 30%, accelerated time-to-market by 20%, and strengthened delivery predictability.
- Shield Healthcare:** Led a multi-year Salesforce CRM upgrade, partnering with implementation teams to accelerate deployment by 20%, improve system efficiency by 25%, and increase team productivity by 30% through tooling and process improvements.

## Professional Experience

### The Dream Work, Henderson, NV

Founder and Creative Director | 2023–Present

- Led technical planning and delivery for digital platforms from concept through deployment, overseeing DNS management, CMS architecture, GitHub version control, and infrastructure decisions to ensure scalability, reliability, and long-term platform sustainability.
- Applied Agile project management principles to roadmap planning, backlog prioritization, and iterative releases, successfully launching new content verticals while optimizing UX performance and aligning technical execution with evolving business objectives.
- Served as primary stakeholder liaison across technical and creative functions, managing scope, timelines, risks, and dependencies while establishing governance practices that enabled consistent delivery and measurable platform performance improvements.

### Baldwin Risk Partners, Tampa, FL

Senior Project Manager and Scrum Master | 2022–2025

- Directed full lifecycle delivery of complex, multi-system enterprise IT integration initiatives using Agile and Waterfall methodologies, consistently achieving a 95% on-time delivery rate across high-visibility programs with significant operational and financial impact.
- Led first-to-market production releases by coaching cross-functional delivery teams, optimizing development workflows, and removing systemic delivery constraints, resulting in a 20% improvement in execution efficiency and accelerated time-to-market.
- Partnered closely with executive leadership and technical stakeholders to manage scope, risks, and interdependencies, delivering clear status reporting and governance discipline that ensured alignment, accountability, and successful program outcomes.

### KnowInk, St. Louis, MO

Project Manager | 2021–2022

- Managed enterprise system integration initiatives supporting Clark County voter registration platforms, delivering high-stakes, public-facing systems within regulatory environments requiring precision, security, and strict delivery accountability.
- Led end-to-end project execution across Agile and Waterfall frameworks, delivering multiple system builds and integrations with a consistent 95% on-time delivery rate while coordinating dependencies across technical, operational, and government stakeholders.
- Accelerated production releases by optimizing development and release processes, improving delivery efficiency by 20% while proactively mitigating technical risks and maintaining transparent communication across all project participants.

## **Nike, Beaverton, OR**

### **Senior Consultant and Enterprise IT Project Manager | 2021**

- Led cross-functional teams delivering critical global enterprise platform integrations, managing complex technology rollouts that supported international operations and aligned tightly with Nike's strategic business objectives.
- Collaborated directly with executive clients to define detailed project scopes and technical requirements, improving project clarity and execution efficiency by 25% while strengthening stakeholder confidence and delivery predictability.
- Designed, executed, and presented comprehensive project evaluations and recommendations, maintaining 100% client satisfaction and driving a 15% improvement in overall project outcomes.

## **Humana, Louisville, KY**

### **Enterprise IT Project Manager and Scrum Master | 2020–2021**

- Directed full lifecycle delivery of enterprise IT initiatives across Agile and Waterfall models, consistently delivering complex system builds and integrations with a 95% on-time performance rate.
- Led Agile transformation efforts by coaching delivery teams, implementing standardized workflows, and reinforcing Scrum best practices, resulting in a 30% increase in team productivity and measurable improvements in delivery velocity.
- Coordinated executive and cross-functional stakeholders to ensure transparency around scope, risks, and milestones, accelerating time-to-market by 20% while maintaining strong governance and delivery discipline.

## **The Standard, Portland, OR**

### **Project Manager | 2019–2020**

- Delivered high-stakes enterprise technology initiatives focused on secure systems and data protection, achieving a 100% success rate across system deliveries while ensuring regulatory and compliance requirements were fully met.
- Managed budgets, schedules, and resources across multiple concurrent initiatives, maintaining cost control while improving delivery timelines through proactive risk management and dependency coordination.
- Optimized team workflows and removed delivery obstacles, reducing overall project timelines by 15% and improving execution consistency across the project portfolio.

## **U.S. BANK, Portland, OR**

### **IT Project Manager | 2019**

- Led the development and delivery of a self-service mobile website, coordinating developers and UI designers to ensure compliance with functional, non-functional, and security requirements.
- Drove delivery execution through detailed project planning, task tracking, and milestone management, increasing task completion rates by 25% and strengthening overall delivery predictability.
- Improved cost efficiency by creating detailed financial forecasts and resource plans, reducing total project costs by 10% while decreasing delivery risk by 15% through proactive reporting and risk mitigation.

## **Shield Healthcare, Valencia, CA**

### **IT Project Manager | 2016–2019**

- Orchestrated enterprise platform integrations and system upgrades in partnership with internal teams and external vendors, improving overall system efficiency by 25% across critical operational platforms.
- Spearheaded multi-functional IT initiatives from initiation through deployment, streamlining delivery processes to improve project performance by 20% and increase execution consistency.
- Spearheaded a Salesforce CRM upgrade, collaborating closely with implementation partners to accelerate deployment by 20% while improving data management capabilities and increasing team productivity by 30%.

## **Additional Experience**

**Project Manager | Farmers Insurance, Woodland Hills, CA**

**Project Manager | Amgen, Thousand Oaks, CA**

**Quality Manager/Project Manager | Pfizer, New London, CT**

## **Education**

**Bachelor of Arts (BA) in Graphic Design | The Art Institute of Pittsburgh**

**Associate of Science (AS) in Business Management | Albertus Magnus College**

## **Certifications**

**Generative AI for Applications | Applied AI & Machine Learning | IBM**

**Certified Risk Management Professional (CRMP) | International Association of Risk and Compliance Professionals (IARCP)**

**Certified Scrum Master (CSM) | Scrum Alliance**

**Six Sigma Yellow Belt | Farmers Insurance**