

Mary Jo Murphy, CSM, CRMP

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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