

Sharon Yencharis

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Tech executive with deep experience building technology teams and products as well as improving people's work experience by helping them lean into change. Technology leader at the third-ever SaaS company to go public (Salesforce being the first), delivering the first patented web analytics platform (IPO 2004). Built solutions and teams in eight start-ups, several large tech firms and two of the largest cultural institutions in the US. Best suited to manage difficult changes, specifically:

- Strategic changes to mission, vision, and values as well as technology roadmaps to support them
- Internal restructuring of people, process, and technology to maximize capability
- Project and Program Management and PMO implementation as well as hands-on Product and Program Management, Business Analysis, and Technology leadership
- Cloud, SaaS and client-server application development and implementation using Agile and Waterfall software development life cycle (SDLC) methods
- Large scale implementations of hardware and network infrastructure

VERTICALS: high tech, healthcare, insurance, banking, utilities, social media, and large cultural institutions

Work Experience

Senior Technical Project Manager

Point Predictive (Fintech Fraud/AI Start-up)

12/2020 to Present

Brought in to establish implementation department and service delivery of AI Fraud solutions to lenders in the mortgage and automotive industries.

- Created the processes for managing client implementations of fraud solutions using agile project management methods for implementations.
- Managed on average 15 concurrent client implementations of fraud solutions that incorporate risk scoring into lending decisions.
- Established cross-departmental processes for intake and prioritization of product backlog and client issue management.
- Created migration plan to standardize current client base onto newly architected consortium platform.
- Managed technical integration projects with major lending platforms, including Ellie Mae's Encompass, to further our product offerings in the mortgage space.
- Established Swagger.io platform for sharing API documentation and facilitating change management with customers.

Director of Information Technology

de Young & Legion of Honor (Fine Arts Museums of San Francisco)

1/2018 to 9/2020

Senior leadership team member brought in by Monterey Bay Aquarium CFO to transform teams, processes, and technology at two museum locations, de Young in Golden Gate Park and Legion of Honor in Lincoln Park. Built out information technology department and led teams in replacing outdated technology to improve the organization's workflow. Key focus: SaaS and cloud solutions.

Teams: Business Applications, Data Services, IT Infrastructure, Help Desk, Digital Image Services

- Mentored staff of 18 across 5 teams-IT Applications, IT operations, Help Desk, Data Services and Digital Image Services-to define and prioritize project and operational work.
- Established project management processes and implemented Asana.
- Helped refine mission, vision, and values to align projects and to these priorities.
- Created platform for project management governance and mentored senior leadership team through the change management process.
- Established governance for organizational readiness and trained staff on new business processes. Managed technical platform migrations including Microsoft Office to Google Suite, Raiser's Edge CRM to Salesforce CRM cloud/SaaS solution and an internal collections management system to industry standard SaaS solution, Gallery Systems TMS with internal team members and external implementation firms.
- Established road maps for all technical platforms and program management for quarterly rollouts of new features using Asana.

- Managed expense and capital budgets and created a plan to upgrade all infrastructure and systems, replacing network devices, laptops and computers and end of life retail systems.
- Performed a gap analysis on policies and created a plan for additions and updates.

Director of Information Technology

Monterey Bay Aquarium

5/2017 to 1/2018

Brought in to transform software development and information technology service delivery. Managed staff of 25 across 3 teams: Software Applications, IT Operations, and Help Desk.

- Set up IT department infrastructure collaborating with staff to ensure transparency and communication regarding projects and operations.
- Identified talent gaps and created positions to round out team's ability to execute.
- Created the framework for cataloguing all technology including hardware and network components, core and ancillary software applications and other systems as well as configurations and access for current state.
- Worked with team to established standards including tools, processes, governance, SLAs, application use standards, roadmaps, and reporting.
- Selected and implemented Innotas, a project portfolio management (PPM) application to manage IT project prioritization and create standards to roll out the solution to the larger organization for annual planning.

Director of Project Management Office

Monterey Bay Aquarium

12/2014 to 5/2017

- Managed a team of 6 Project Managers and Business Analysts in this new department at the aquarium. Created a project repository and presented roadmap options to the executive committee for annual planning.
- Organized and managed change control for organization-wide annual planning process.
- Managed Salesforce project implementation throughout the organization for functions such as Sales, Marketing and Communications, Education, Conservation and Science, Policy, Research, Business and Outreach and the aquarium's Seafood Watch program.
- Created communication platform for the Project Management Office (PMO) and Technology Governance Committee (TGC).
- Led multiple departments in project management, including a grassroots rollout of Wrike, a project management platform.
- Managed ERP implementation and upgrade for Finance and Accounting:
 - Worked with CFO, Controller and Director of Finance to select implementation firm, determine requirements and customize solution.
 - Managed a team of internal and external people to collaborate on project delivery.
 - Managed project progress, change management, and rollout.
 - Experience with Oracle's Fusion and PBCS, Microsoft Dynamics and Intacct.

Senior Project Lead Scrum Master and Business Analyst Manager

Capital Insurance Group (Insurance IT)

12/2013 to 12/2014

- Managed a team of 9 including Implementation Vendor, Business Analysts, Software Developers, and Quality Assurance.
- Responsible for the delivery and transformation of the billing platform from an in-house solution to an industry standard using Guidewire BillingCenter's SaaS platform.
- Evaluated, selected, and negotiated the implementation vendor to guide implementation and to employ best practices for prompt, quality delivery of a minimally customized, standard solution.
- Led project team, peers, and Business Analysts with best practice approaches for the software development life cycle (SDLC).

Software Product and Project Manager

Golden Hour (Healthcare Tech Start-up)

3/2010 to 12/2013

- Managed a team of Software Developers, Business Analysts, and Quality Assurance.
- Worked with a team to build a new revenue cycle management system for the emergency transportation industry, driving all levels of product delivery focusing on upstream definition using UML to ensure all

requirements were met including ICD-10 corporate readiness.

- Clearinghouse Migration: Managed the selection process and implementation of a new clearinghouse for our billing service.
- Fractional Miles Implementation: Updated billing software to be compliant with policy change to bill emergency transportation services at a tenth of a mile writing requirements and managing software developers via agile methodology.

Senior Director of Client Services

HERAE (Healthcare Tech Start-up)

3/2008 to 2/2010

- Built Client Services team of 19 from the ground up including all customer-facing areas of responsibility: Project Management/PMO, Account Management, Customer and Technical Support, Electronic Conversion of Explanation of Benefits (EOBs), and Security and Privacy as it related to compliance and accreditation. Also provided interim management of Marketing and Communications.
- Participated as a key leadership team member responsible for strategy and corporate initiatives and for leading annual business planning using the balanced scorecard method. Shifted primary business focus from processing standard EDI transactions to fraud detection on customer data sets on our SaaS remittance platform.
- Implemented cloud solutions such as Salesforce SaaS platform for the sales and implementation delivery cycles.
- Created implemented all program management processes for customer onboarding and technology change management.
- Collaborated closely with teams to ensure release timeframes met market requirements.

Director of Product Management

HERAE (Healthcare Tech Start-up)

10/2007 to 3/2008

- Managed product direction working closely with executive management, software developers, network systems engineers, quality assurance, and technical support.
- Drove product roadmap and ensured customer feedback was integrated into product direction.
- Completed Request for Proposals (RFPs) to establish partner relationships with banks and other industry revenue cycle management vendors.
- Established processes with bank partners, Optical Character Recognition (OCR) partners and contract management partners to support the complete billing cycle for hospitals and practices working with Electronic Remittance Advice (ERA) and Electronic Funds Transfer (EFT) file formats.
- Supported SAS70 evaluations.

Director of Program Management

Skylight Healthcare Systems (Healthcare Tech Start-up)

2/2006 to 7/2007

- Managed three teams: Regional Technical Project Managers, Technical Support, and Inventory Management including all infrastructure issues as well as project-related issues.
- Established processes and workflow within all three areas to ensure seamless escalations and efficient communication throughout the organization.
- Managed team responsible for on average 15-20 project schedules for large-scale implementations of SaaS patient interactive systems. Implementations included installing servers, TV Head Ends, in-room equipment, and network infrastructure, including horizontal cabling and all MDF and IDF equipment.
- Interfaced with all departments within the company to ensure timely deployments, which went from 14 months on average to 6 months due to new project planning strategy.
- Introduced version control of assets including hardware and firmware.

Director of Software Development

WebSideStory acquired by Adobe (Web Analytics Tech Start-up-IPO 2004)

2/2004 to 2/2006

- Provided program management for a team of 20 including
 - Software Developers consisting of backend developers specializing in C/C++ and Java in a UNIX environment, business developers specializing in Java, Perl, and JavaScript and UI developers specializing in HTML, DHTML, Flash, and JavaScript.
 - Technical Support team consisting of level 1 support for research and troubleshooting and level 3

support for in-depth research and troubleshooting all areas of the application.

- Configuration Management and Technical Writing.

- Developed processes for new product development using the Agile methodology for feature development and deployment of our patented cloud based / SaaS web analytics platform, maintenance releases and custom requests by working with product, account management and sales to set priorities.
- Functioned as point person for all customer issues requiring software development involvement and worked with VP of Software Development and CTO to set priorities and drive work.
- Used Salesforce and proprietary issue management system to manage customer issues.

Sr. Manager of QA, Configuration Management, Documentation

WebSideStory acquired by Adobe (Web Analytics Tech Start-up-IPO 2004)

2/2002 to 2/2004

- Managed a team of 9 including Quality Assurance Engineers, and a Technical Writer.
- Developed processes for managing software releases including setting up workflow for software environments to keep the 30+ test machines running with the proper configuration including components, operating systems and any other software needed to run each component.
- Implemented all artifacts for product releases including marketing requirements, technical specifications, system design, release notes, change request form, test cases, acceptance test plan, end- to-end project plan.
- Successfully delivered many major, minor, and maintenance releases into the production environment, including two projects that fundamentally changed the system architecture, the second of which was the launch of the new HBX product, previously HitBox Enterprise.

Senior Project Manager

WebSideStory acquired by Adobe (Web Analytics Tech Start-up-IPO 2004)

11/2000 to 2/2002

- Delivered SaaS and client server projects on time working with Java and C/C++ software engineers, CGI team, Windows group, database team, web design, network operations, technical support, documentation, quality assurance, accounting, marketing, and sales.
- Performed hands-on database analysis, quality assurance, and documentation.
- Created workflows for project management, product management, and development processes.
- Created project plans, requirements documents, and specifications and used leadership skills to motivate team members and foster decision-making.
- Created company-wide processes and training program to engage all departments in the project management process and aided other departments in creating processes to enable seamless corporate growth.

Project Management Consultant

ideaEDGE Ventures (Social Media Tech Start-up)

7/2000 to 11/2000

- Created the concept document to start new venture.
- Supported business development and marketing needs for Series A proposal.
- Created requirements document, user experience flows, and contributed to marketing requirements. Also engaged with engineering firm to create prototype.
- Created project plan, scheduled resources, and performed risk analysis.

Quality Assurance Manager and Project Lead

CollegeClub.com (Social Media Tech Start-up)

2/2000 to 7/2000

- Created Quality Assurance department, selected leads for each area of responsibility.
- Set up processes for interdepartmental communication and for reporting status.
- Evaluated software tools for issue tracking, load testing, and regression testing.
- Estimated budget items for tools, personnel, education, and office-related activities.
- Led project for architecture migration from MS SQL Server to ORACLE.
- Worked with developers, quality assurance analysts, network administrators, and data mining team on all projects to pinpoint scope, estimate timelines, and delegate tasks.
- Interfaced with consultants to determine need based on project requirements.
- Analyzed web applications, created test plans, and tested web interface and database.

Education

Masters of Arts

San Diego State University

Bachelor of Arts

Muhlenberg College

Skills & Tools

Project Management	Collaboration	Technology/Data Management	Workflow Management
Slack	MS Office	ORACLE	Salesforce
Wrike	Gsuite	MySQL	Raiser's Edge
MS Project/Server	Jira	SQL Server	Zendesk
Monday.com	Confluence	SwaggerHub (API)	Solarwinds
Innotas/Planview	SharePoint	GitHub	Scrum Agile
Airtable		Unix/Linux	Waterfall
Asana		Sisense	

Certifications and Licenses

Project Management Professional - In progress

Certified ScrumMaster (CSM) January 2014 to January 2022

Groups

Project Management Institute (PMI) Present