Crystalyn Volpone

IT Project Director

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Employment History

Details

crystalyn.volpone@gmail.com

(525) 441-1486

1001 H St, Baltimore, MD 21202

IT Project Director at Northrop Grumman Corporation, MD

Apr 2022 - Present

- Successfully directed the development and implementation of a new $8 million software system that automated data collection, analysis, and reporting for a state government agency.
- Successfully led team of 15 in-house developers and 5 contractors to develop custom applications that met the needs of all departments within the company.
- Developed project plans, schedules, milestones, and budgets; monitored progress against plan; reported status to executive management on regular basis.
- Ensured compliance with quality standards throughout project life cycle.

Senior IT Project Director at Lockheed Martin Corporation, MD

Jul 2020 - Feb 2022

- Led a team of 15 IT professionals in the successful implementation of a $5 million software project for a major financial institution.
- Completed an enterprise-wide upgrade of critical business applications for a global manufacturing company, on time and within budget.
- Implemented a new customer relationship management (CRM) system for a large retail chain, resulting in increased sales and improved customer satisfaction ratings.
- Project managed the development and rollout of a new e-commerce platform for a leading online retailer, doubling website traffic and revenue within 6 months.
- Delivered an innovative mobile app solution for one of the world's largest airlines, improving passenger satisfaction scores by 20%.

Lead IT Project Director at General Dynamics Information Technology, MD

Aug 2015 - May 2020

- Led the development and implementation of a new $8 million enterprise resource planning system that increased efficiency by 30%.
- Project managed the installation of a new VoIP phone system that saved the company $120,000 annually.
- Directed a team of 15 IT professionals in developing and implementing an intranet portal for 50,000 employees worldwide.
- Successfully completed an e-commerce website redesign project on time and within budget.
- Led migration to Office 365 resulting in decreased email server issues by 70%.
- Trained staff on use of Salesforce which resulted in 25% higher productivity.