

# SARA WEISS

## IT Project Manager, PMP

Pierre, SD | Remote-First | 605-222-0490 | sweisson@gmail.com | [LinkedIn](#)

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### PROFESSIONAL SUMMARY

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IT Project Manager consultant with 22 years of experience delivering complex initiatives across financial services, insurance, telecom, and technology. Certified PMP with firsthand experience across all project roles (QA, Dev, BA, and PM), while establishing governance frameworks, managing full program lifecycles, and turning ambiguous requirements into delivered outcomes. I am known for delivering in complex stakeholder environments where I optimize processes, recover at-risk engagements, and for keeping the right conversations happening across teams, clients to lead my team successfully through end-to-end project lifecycles.

### CORE COMPETENCIES

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- Cross-Functional Team Leadership | 16 yrs
- Stakeholder-Client Management | 22 yrs
- Project Lifecycle Management | 18 yrs
- AI-Assisted Process Design & Automation | 1 yr
- Prompt Engineering & Chatbot Development | 1 yr
- Agile / Scrum / Waterfall | 20 yrs
- Process Redesign & Optimization | 18 yrs
- Remote Team Leadership | 14 yrs
- Risk Identification & Mitigation | 18 yrs
- QA Strategy & Test Planning | 8 yrs
- Data Analysis & SQL Reporting | 18 yrs
- Change Management | 16 yrs

### APPLIED AI

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- Built a portfolio chatbot powered by the Claude API (Python/FastAPI backend) with a modular knowledge base, conditional content loading, voice enforcement via post-processing, and employer behavior signal detection. Live at: <https://sara-weiss-chatbot-production.up.railway.app/>
- Developed a job scoring tool that evaluates postings across four dimensions, skills match, culture fit, seniority alignment, and domain transferability, with automated gap analysis and vocabulary recommendations.
- Prototyped an AI-assisted test case generation workflow on a live FSI engagement: researched tools, mapped the delivery process, and built a manual proof of concept as the bridge to full automation.

### PROFESSIONAL EXPERIENCE

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#### **Supervisor** | Atos | *May 2015 – Present* | *Labor Managed: \$5.7M*

Supervised 8–13 direct reports across concurrent client engagements for 10 years, parallel to all project delivery responsibilities. Compensated via formal bonus structure tied to direct report billable hours.

- Managed HR operations across direct reports: PTO approvals, policy enforcement, employment changes, annual performance reviews, merit raise budgets, and performance improvement conversations.
- Participated in hiring interviews and supported onboarding, training, and career development for direct reports.

#### **QA Team Lead / QA Tester** | Andover | *Jan 2023 – Present* | *Labor Managed: \$880K*

- Designed simplified test case templates adopted across the account; recognized with a Spot Award for measurable improvement to team efficiency and consistency.
- Initiated a Jira reporting R&D project to surface real-time QA metrics for stakeholders — a capability the client independently implemented two years after the initiative was tabled, validating the original approach. Delegated testing assignments by priority and capacity, managed Zephyr test cycle organization, and led alignment meetings with BAs, developers, and QA across sprint cycles.
- Maintained Guidewire PolicyCenter testing coverage across Personal Lines, consistently identifying risk before it reached production.

- Prototyped an AI-assisted test case generation workflow spanning the delivery lifecycle: researched existing tools, mapped the end-to-end process, and built a manual proof-of-concept as the bridge to full automation — groundwork now positioned for implementation.

**Business Analyst / QA** | Play Network / Mood Media | *Sep 2022 – Nov 2022*

- Delivered complete Salesforce upgrade smoke testing and UAT for a Telecom/Media client; developed user stories from documentation and meeting notes, ensuring requirements traceability through delivery.

**Lead QA** | Lifetouch | *Sep 2018 – Aug 2022* | *Labor Managed: \$1.2M*

- Onboarded and developed new team members, building team capacity while maintaining delivery across multiple integrated application platforms.
- Designed and executed full, regression, and functional test plans based on Jira epic stories across JCP Portraits, Lifetouch FLOW, and Pictime platforms.
- Validated AWS service integrations (S3, SQS, Lambda) and ensured data integrity through SQL query development across interconnected systems.

**Tier 2 Support Team Lead** | Medica / UCare | *Nov 2014 – Apr 2018* | *Labor Managed: \$1.3M*

- Reduced support ticket backlog by 40% through systematic categorization, priority triage, and promoting project management practices within a high volume ticket environment.
- Reduced recurring support volume by 20% through proactive identification and elimination of systemic issues across OBIEE, Toad, and SQL environments.
- Managed CMS EDI inbound/outbound file operations, user provisioning across 31 healthcare environments, and weekly stakeholder reporting on key operational metrics.

**Small Systems Project Manager** | WellPoint | *Sep 2010 – Jul 2012* | *Labor Managed: \$1.0M*

- Ran full project lifecycle on each request: initial stakeholder meetings, requirements gathering and refinement, scope governance and resource management, client milestone check-ins, and formal project closure.
- Architected and delivered a custom CRM reporting system; owned all four delivery disciplines (PM, BA, architecture, QA) from discovery to go live.
- Developed and managed MS Project plans at the resource/task level; produced weekly status reports and maintained stakeholder transparency throughout delivery.
- Implemented scope change tracking methodology across 160+ reports, ensuring delivery alignment as requirements evolved.

**Team Lead** | WellPoint – CES & Core Administration Redesign | *Aug 2009 – Aug 2010* | *Labor Managed: \$765K*

- Managed project planning, resource allocation, risk assessment, and weekly stakeholder reporting across two concurrent enterprise projects.
- Developed level-of-effort documentation for project bidding and scope adjustment; created and maintained MS Project plans at the resource/task level.

**BI Report Developer** | Cambia, TM Forum, FONA, Hertz, WellPoint | *Sep 2008 – Dec 2014* | *Labor Managed: \$213K*

- Delivered BI reporting and data integration solutions across healthcare, insurance, financial services, and telecom clients; took on team lead and training responsibilities, including a five-day Oracle BI training curriculum presented to new employee training.

**Smart Software Solutions** | Development Team Lead | *Sep 2006 – Jun 2008* | *Labor Managed: \$328K*

Managed client engagement and delivery for a full Joomla-based website build; served as primary client contact through requirements, development, and live demo. Led web development projects in C# and Java across multiple client engagements.

**The Rushmore Group LLC** | Developer | *Jun 2004 – Sep 2006*

Delivered ASP.NET development and systems analysis for internal audit software and the SD Department of Agriculture.

## TECHNICAL SKILLS

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**Methodologies:** PMP, Agile, Scrum, Waterfall, SDLC, UAT, RTM, Test Case Writing & Execution, Test Matrix Development, User Stories, Acceptance Criteria

**AI & Automation Tools:** Claude API, FastAPI, Claude.ai, ChatGPT, AI-assisted research & planning tools, automation prototyping, prompt engineering

**Platforms & Tools:** Guidewire PolicyCenter, ServiceNow, Atlassian Jira, Zephyr, Microsoft Project, Salesforce, VS Code, GitHub, Squarespace, Facebook Business Suite, Joomla CMS, Oracle BI Platform, Oracle BI Publisher, Oracle SQL Developer, Quest Toad, Jenkins, Git, Microsoft Visual Studio, SAP Crystal Reports, Infor Birst

**Databases:** Microsoft SQL Server, MySQL, Teradata, Oracle PL/SQL

**Cloud & Integration:** Amazon S3, Amazon SQS, Amazon RDS, AWS Service Catalog, Informatica PowerCenter, ETL

**Functionally Literate In:** SQL, Python, Java, T-SQL

**Business Software:** Microsoft Excel, Microsoft Project, Microsoft PowerPoint, Microsoft Publisher, Canva, OpenArt.ai

## LEADERSHIP, COMMUNITY & CREATIVE VENTURES

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**Atos North American Mentoring Program** | Mentor (2026), Mentee (2025)

**Pierre Project Center Planning Committee** | Events Coordinator | Eagle Creek Software Services | 2014–2020

**PAWS Animal Rescue** | Volunteer & Dog Trainer | 2018–2024

**Sweisson Studios** | Creative Entrepreneur & Brand Founder | 2011–Present ~ Independent creative studio housing handcrafted items carried locally or available via custom order, and AI-assisted character development for Jackalope Plaza, an original immersive storytelling community.

**Burn Buddies LLC** | Founder | January 2026–Present ~ Handcrafted fire meditation products with character-driven branding rooted in the Seven Deadly Sins and Seven Heavenly Virtues. Available online, at The Rowan Tree, and at Mystic Fest Omaha Spring 2026. Formally incorporated LLC.

## EDUCATION & CREDENTIALS

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**Certified Professional in Managing AI Certification** | Project Management Institute | In Progress

**Project Management Professional (PMP)** | Project Management Institute | March 2026

**Bachelor of Science, Computer Science** | South Dakota School of Mines & Technology

## LIFE OUTSIDE THE OFFICE

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Board games, video games, cinema deep dives, paddleboarding, roadside tourist traps, ambitious daydreaming, and a genuine love of learning anything new

Casual Endurance Athletics | 4x Half Marathon, 8x Oahe Dam 2.25-Mile Open Water Swim, 5x Sprint Triathlon Finisher