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**IT PROJECT MANAGER**

Astute leader and manager with a strong combination of analytical, technical and interpersonal skills. Record of leading cross-functional project teams that deliver outstanding results for the company and its customers. Recognized as a consistent contributor to productivity and profitability enhancements through cost-effective initiatives that improve business operations and leverage use of technology.

Managed and participated in projects that not only crossed functional areas within the IT sector (Infrastructure Services, Client Services, Application Services, etc.) but also spanned geographies (Americas, EMEA and APAC) introducing project complexities associated with time zones, language and culture. Achieved tangible cost efficiencies through system and vendor consolidation projects as well as intangible cost efficiencies via process implementation and improvement projects resulting in increased work efficiencies, productivity and reduced risk exposures.

**Highlights**

- Project managed M&A integrations of client systems and services.
- Implemented a WSUS environment for OS and application patch deployment and management.
- Implemented and managed an ePO Antivirus solution providing improved network protection.
- Managed a global project consolidating laptop and printer vendors.
- Developed and implemented a program to manage multiple “Reporting” projects responsible for providing various infrastructure reports to users and management.
- Managed various projects to unify / harmonize global services including implementation of ITIL aligned Continual Service Improvement processes.

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**PROFESSIONAL EXPERIENCE**

**SAP, Palo Alto, CA** 2007–2012  
**IT Project Manager, IT Infrastructure Services**

Managed IT projects aligned with infrastructure initiatives and programs to drive harmonization and optimization of global infrastructure operations. Focused on providing innovative tools and processes that emphasized ITIL aligned service lifecycle and lean management best practices. Facilitated post-acquisition integration of Business Objects users into SAP environment.

- **IT IS service harmonization and maturity framework:** Enhanced global service and process managers’ delivery of improved service through collaborative consolidation of service policies and processes supported by an ITIL-aligned, Continual Service Improvement (CSI) lifecycle process.
- **IT Infrastructure Services knowledge management project:** Provided IT users with access to reliable, timely content via a single point of access to approved knowledge sources, with ongoing content management in alignment with newly implemented KM Framework and Governance.
- **IT Infrastructure Services reporting program:** Ensured availability of critical data for management decision-making by developing a consistent, repeatable methodology for creating and modifying high-priority management reports.

**Business Objects, San Jose, CA (acquired by SAP)** 2002-2007  
**IT Project Manager** (2004 – 2007)

Managed complex technology projects for a global leader in business intelligence software, with 30,000+ customers and a network of 3,000+ partners and resellers. Led client services merger-and-acquisition projects. Oversaw engineering labs for software development groups. Served as SUS Administrator for North America/Asia Pacific and as McAfee ePolicy Orchestrator (ePO) Administrator for North America.

## PROFESSIONAL EXPERIENCE

*(continued)*

- **IT client services mergers-and-acquisitions project management:** Contributed to successful implementation of user systems and services migration to new network while minimizing negative user impact, by designing comprehensive yet dynamic migration plans.
- **Antivirus protection management capability:** Substantially reduced the number and severity of outbreaks, potentially saving millions of dollars in downtime losses by achieving a totally managed nationwide antivirus environment.
- **Centralized patch management system:** Attained full patching against security vulnerabilities involving Microsoft OS by establishing a cost-effective, centralized system. Implemented central parent Windows Server Update Services (WSUS) server in San Jose with child WSUS servers in key offices nationwide.
- **Operating cost reduction in user systems:** Delivered potential for \$1 – 2 million annual savings by reducing number of user computers and corporate printers by establishing comprehensive computer and printer policies focusing on single vendor global contracts, standardized images and print environments and implementation of improved Remedy asset management system.

### **Senior Support Analyst** (2002 – 2004)

Managed special projects for IT Support and other IT groups in North America. Served on implementation teams for Distribution List (DL) reorganization and Active Directory (AD) process and procedures. Implemented Microsoft SUS in North America and Asia Pacific and McAfee ePO in North America.

### **Acta Technology**, Mountain View, CA *(acquired by Business Objects)*

2000- 2002

#### **IT Manager**

Managed internal technical support and helpdesk staff for 200<sup>+</sup> users worldwide in privately held data integration vendor. Oversaw NT domain network administration, as well as hardware and OS support for 40<sup>+</sup> servers in Engineering QA lab. Created and documented helpdesk and internal technical support policies and procedures. Established and enforced SLA for helpdesk and technical support.

- Implemented centralized corporate antivirus protection solution and remote Internet dial-up access solution with internal centralized account management.
- Implemented wireless network in corporate training facility.
- Designed and created corporate Intranet site and department-level FTP sites.
- Initiated Microsoft Select Agreements and maintained software licensing and CAL compliance.
- Supervised installation, configuration and maintenance of UPS solution in QA lab.

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## EDUCATION & PROFESSIONAL CERTIFICATION

**Bachelor of Science in Business Administration**, California State University-East Bay, Hayward, CA

**Advanced Applied Project Management Certificate**, University of California, Santa Cruz extension, in progress—completion expected 2013

**Project and Program Management Certificate**, University of California, Santa Cruz extension, 2011

**Master Project Manager (MPM) Certified**, American Academy of Project Management (AAPM)

**ITIL v3 – Foundations Certification**

## AFFILIATIONS

American Academy of Project Management (AAPM); PMI-Silicon Valley Chapter

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